

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 24 January 2019

6.00 pm

Committee Room 1, City Hall

- Membership: Councillors Gary Hewson (Chair), Helena Mair (Vice-Chair), Thomas Dyer, Ronald Hills, Lucinda Preston, Pat Vaughan, Loraine Woolley, Laura McWilliams and Sue Burke
- Substitute member(s): Councillors Chris Burke
- Officers attending: Democratic Services, Jaclyn Gibson, Pat Jukes, Simon Walters, Daren Turner, Clare Stait, Simon Colburn, Nicola Collins, Gareth Griffiths and Graham Watts

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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Helena Mair, Councillor Thomas Dyer,
Councillor Lucinda Preston, Councillor Pat Vaughan,
Councillor Loraine Woolley, Councillor Laura McWilliams,
Councillor Sue Burke, Councillor Alan Briggs and
Councillor Rosanne Kirk

Apologies for Absence: Councillor Ronald Hills, Jaclyn Gibson and Simon Walters

35. Confirmation of Minutes - 4 October 2018

RESOLVED that the minutes of the meeting held on 04 October 2018 be confirmed.

36. Housing Scrutiny Sub-Committee Minutes - 13 August 2018 and 10 September 2018

RESOLVED that the minutes of the meeting held on 13 August 2018 and 10 September 2018 be confirmed.

37. Declarations of Interest

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Treasury Management and Prudential Code Update Report - Half Year Ended 30 September 2018'. Reason: his Granddaughter was employed in the Finance section.

38. Portfolio Performance Overview - Reducing Inequality

Pat Jukes, Corporate Policy Business Manager:

- Gave a presentation outlining the Performance of the Reducing Inequality Portfolio which included:
- Contextual Information on the Reducing Inequality portfolio:
 - 4,068 incidents handled by CCTV operators and these are helping support some key police prosecutions
 - The population of Lincoln in 2017 was now 98,438, rising from 97,795 in 2016
 - There were 17 organisations signed up to the Lincoln Living Wage and 95 employees had directly benefited from a pay rise as a result
 - Lincoln Community Lottery had 63 good causes signed up and had raised £8,279 to date
 - As of January 2017, 17.1% of Lincoln children were entitled to free school meals
 - Since October 2018, the Lincoln Social Responsibility Charter had 20 organisations already signed up.
- Highlighted the following key points:
 - Lincoln had a significantly higher percentage of young residents than England – with 36% of the population aged 15-34 against the England's average of 25.6%

- For the first time in seven years the number of people registering in Lincoln from overseas had dropped to 1409
- The number of recipients of Housing Benefits in Lincoln, had reduced by 5.4%, dropping from 8,691 in November 2016 to 8,218 in November 2017.
- The number of Council Tax support claimants had also reduced by 20% over 5 years, reducing from 11,018 in April 2013 to 8,808 in April 2018
- There were 1840 individuals claiming Universal Credit in May 2018 compared to 1635 unemployment claimants in June 2017, with Lincoln having the 2nd highest rate of claimants in our nearest neighbour set
- The new Attainment 8 education measures showed Lincoln as just below East Midlands at a score of 45, compared to 45.4 – which is the sixth highest in our nearest neighbour set
- The average Progress 8 education score for Lincoln was -0.15 which was just a little less than East Midlands score of -0.11, but left Lincoln in tenth place against our nearest neighbours
- Annual crime levels had increased right across the country, but the total increase in crime in Lincoln was less than the increase in England and Wales
- In fact – in terms of the Police Audit Family comparisons which looked at the comparable rates per 1000 people, Lincoln had the 6th lowest crime rate overall at 103.43 per 1000 people
- Our new CCTV system had been able to capture 4068 incidents and had been able to support more police prosecutions.

a) Invited members comments and questions

Question: Members asked why the crime figures had increased in Carholme Ward?

Response: CCTV were recording more incidents now and expected more crimes to be in the City Centre. Anti-Social Behaviour from Carholme Ward was coming from reported incidents and not CCTV. There was a distinction between what was reported and what was captured by CCTV.

RESOLVED that the report be noted

39. Reduce Inequality Progress Report

Angela Andrews, Chief Executive and Town Clerk:

- a) provided Performance Scrutiny Committee with an update on the progress towards the Reducing Inequality priority in Vision 2020
- b) explained that it was agreed that the committee would receive a report each quarter from one of these Vision Groups to enable them to look into more detail at the progress of the Vision Groups Work Programme.
- c) highlighted the Council's aspirations which covered the following:
 - Let's help people succeed
 - Let's provide help to the most vulnerable in our City
 - Let's help people feel safe and welcome in their communities
 - Let's empower people
 - Let's ensure the best quality of life for people living in Lincoln

d) detailed the key achievement over the past year which covered the following main areas:

- Universal Credit Support Team
- Customer Services
- Revenues and Benefits
- Housing
- Corporately
- Human Resources and Work Based Learning
- Community Services
- Planning
- Recreational Services
- Leisure
- Communications
- I.T
- Civic and Leisure
- Policy
- All service areas.

e) Invited members comments and questions

Question: Members asked whether the Citizens Advice Bureau would be able to support taking over Universal Credit as they were currently having funding taken away?

Response: This approach may be a way nationally to get more money into the Citizens Advice Bureau as there was some funding that came with taking on Universal Credit. The team that we currently have was costing £120,000, If this was funded nationally it would mean a £50,000 shortfall in resources. The skill set at CAB was very different. We had connections which could help claimants with their rent etc. when they transfer over to Universal Credit. We can only hope that the CAB could replicate our approach as it works.

Question: Members asked what would happen to staff in our Benefits Team.

Response: We were hoping that staff could TUPE which would be ideal but we were unsure at this stage.

Question: Members asked for a more detailed version of the Discretionary Rate Relief Policy.

Response: The policies hadn't been advertised yet. Martin Walmsley had a meeting arranged next week to help promote the scheme.

Question: Members asked if the decision on the transfer of Universal Credit to the CAB could be appealed to government.

Response: The City Council needed a greater understanding on what the Citizens Advice Bureau propose to do.

Question: Due to the skill set there was within the Universal Credit Team, Members asked whether there would be possibility to attract funding by training the Citizens Advice staff.

Response: The scheme would need to be appropriately funded otherwise customers would not get the support that they need. We had currently overachieved by 400%. Since the announcement by Government on the 1st October there had been no other communication from Government.

Question: Members asked whether we had ever requested feedback from the Citizens Panel regarding how they understood vision 2020.

Response: A discussion took place about Citizens Panel at CMT. The Citizens Panel were asked about specific services such as refuse collection which were fed back and put in service plans. CMT were going to be more involved in what questions were put to the panel so they can be used in a different way. A discussion took place with Education Business Partnership (EBP) a few weeks ago to try and engage a younger generation to take part in our Citizens Panel.

Question: Members requested feedback from the EBP Question time.

Response: Councillor Ric Metcalfe chaired the meeting with Councillor Rosie Kirk, Angela Andrews and Daren Turner with the questions and answers. A lot of the questions asked were around mental health, drugs and health services. Angela Andrews confirmed that she was happy to circulate the information to members.

RESOLVED that:

- a) the report be noted
- b) information regarding the EBP session be circulated to members

40. Portfolio Holder under Scrutiny - Reducing Inequality

Councillor Rosie Kirk, Portfolio Holder for Reducing Inequality:

- a) Presented a report which highlighted the following:
 - Key achievements for 'Let's Reduce Inequality'
 - Anti-Poverty Strategy
 - Corporate Social Responsibility
 - Social Value Policy
 - Community Cohesion Strategy
 - Community Strategies and Policies
 - Modern Day Slavery
 - Asylum Seekers and Refugees
 - Lincoln Community Lottery
 - Universal Credit
 - Welfare and Benefits Advice
 - Housing Benefit/Council Tax Support
 - Discretionary Rate Relief Policy
 - Welfare Reform
 - Crime and Disorder
 - Equality and Diversity
 - Financial Inclusion
 - Skills and Training (including Adult Learning and The Network)

- Young People
- Prevent
- Public Protection
- Domestic Violence
- Programmes in place in Lincoln to tackle rough sleeping, addiction and ASB
- Lincoln Intervention Team

b) Invited members comments and questions

Question: Members asked what would happen if we didn't get the Controlling Migration Fund Bid and how the City of Lincoln Council would afford to continue without it?

Response: There were various projects that were currently taking place such as: family support workers in schools, Step Programme which was linked to development plus, working alongside the volunteer centre and the Rogue Landlords project. There was a project with Lincoln College which helped people on low incomes get back into work.

Question: Members asked if the work in schools linked with language skills or personal development.

Response: Mainly language skills due to high migration in that area.

Question: Members asked what happened when the Neighbourhood Management Team leaves an area?

Response: Voluntary Services and Development Plus had set up boards within areas and would continue developing the boards to make sure there is a support system in these areas. The boards had issues with secretarial support and so there had been discussions regarding using the money they have towards secretarial support to help solve the issue. Relationships with partners were key for this to work.

Question: Members asked how many people would be earning the new living wage and claiming benefit?

Response: This data was not available as it was dependant on how many hours they worked. Community Leadership had some information through foodbanks stating there was an increase in people using foodbanks which included working families.

Question: Members asked how many slaves had been identified in Lincoln?

Response: The City of Lincoln Council continued to be vigilant but this would be a Police matter. There would be support in place for individuals who were taken out of slavery.

Question: Members asked if boards would keep the £1,000 received and how long they would continue to receive this for?

Response: The funding was up to the Council regarding timescales.

Questions: Members asked if the ASB team could look at issues regarding homelessness around City Hall to stop staff feeling scared when exiting the building?

Response: The security arrangements had been extended previously so that the security guards could carry out a patrol in the morning and early evening. Whilst these patrols took place the issue improved. If this issue had returned then this would need to be reported so that arrangements can be made to resolve this.

Question: Members asked how often the Prevent Training was carried out?

Response: Prevent Training was carried out by every new staff member and was renewed every three years. The level that staff would need to be trained at with regards to Prevent was being looked into. Training records were monitored so staff who haven't had it or needed refresher training would be identified.

Question: Members asked whether the Council would be helping the elderly who were vulnerable at home?

Response: The Council worked with age UK and monitored what was happening with the elderly in the city.

Question: Members asked why organisations had pulled out of the Lincoln Living Wage?

Response: The Social Responsibility charter was being taken up by businesses. Organisations that were signed up to the Living Wage last year had been contacted but only 17 responded. Some businesses preferred the Social Responsibility Charter.

Question: Members asked whether the new Travel Lodge was a Living Wage employer.

Response: The Travel Lodge was a national company so it would be a national decision whether they paid the Living Wage or not. The recruitment process was successful in securing nine members of staff from within the Lincoln area.

Question: Members asked what process businesses would need to follow to become part of the Social Responsibility Charter.

Response: The Charter can be found on our website and had all of the details in there.

Question: Members asked if there had been any contact regarding lottery funding in the Sincil Bank area?

Response: They would be visiting tomorrow to visit the area.

Question: Members asked for clarity on how many apprenticeships the City of Lincoln Council took on in relationship to the E&D breakdowns of age and disability.

Response: In 2016/17 the City of Lincoln Council took on 24 apprentices with 8 having a disability and 1 aged over 24; and in 2017/18 26 apprentices with 6 having a disability and 1 aged over 24.

RESOLVED that the report be noted.

41. Financial Performance - Quarterly Monitoring

Rob Baxter, Financial Services Manager:

- a) presented the Financial Performance Quarterly Monitoring report for the second quarter (up to 31st December) which covered the following main areas:
 - General Fund
 - Housing Revenue Account
 - Housing Repairs Service
 - Capital Programmes
 - Capital Receipts
 - Reserves and Balances
- b) advised that for 2018/19 the Council's net General Fund revenue budget was set at £14,276,460, including a planned contribution to balances of £288,360 (resulting in an estimated level of general balances at the year-end of £1,897,724).
- c) the General Fund Summary was currently projecting a forecast over spend of £299,600 (appendix A provides a forecast General Fund Summary). This forecast variance was the result of a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were outlined in appendix B while the key variances are summarised below:
 - Car Parking Reduced Income £1,133,500
 - Development Management Increased Income £(84,810)
 - HIMO Fees Increased Income £(256,910)
 - Borrowing Contingency Reduced Cost £(200,000)
 - Balance Sheet Review increased Income £(70,170)
 - Income Volatility Reserve increased Income £(178,070)
 - Pay Contingencies Reduced Cost £(82,600)
- d) detailed the earmarked reserves and their forecast balance as at 21st March 2019 as outlined in Appendix G of the report
- e) invited members comments and questions

Question: Members asked if the delay of the fifth floor of the new car park not being open to the public was the reason for the decline in car park income?

Response: Officers explained that the delay of opening was not the reason for the shortfall as the car park was not full. There was an overall drop in parking across the City.

Question: Members asked why the specific reserves in 3.8 of the report were earmarked for one off releases?

Response: Those specific reserves were selected because the expenditure commitments relating to them had already been met from within existing resources and therefore the reserves were no longer needed.

Question: Members asked how old our current electric vehicles were.

Response: Sarah Hardy agreed to sought the information and circulate to attendees.

Question: Members asked why there was a reduction in HB payments?

Response: Less overpayments were being made by the Benefits team in year. This though meant that less debtor accounts were being raised, which impacted on income received against the budget, as the Council budgets for the reclaim of those overpayments.

RESOLVED that the report be noted.

42. Q2 2018-2019 Operational Performance Report

Pat Jukes, Corporate Policy Business Manager:

- a) presented a summary of the operational performance position for quarter two of the financial year 2018/19 (from July 2018 to September 2018) to Performance Scrutiny Committee
- b) advised that regular monitoring of the Council's operational performance was a key component of the Local Performance Management Framework, this report covered key service performance measures identified by Members and CMT as of Strategic importance
- c) outlined the four corporate measures:
 - Sickness – split by long and short term
 - Corporate complaints including Ombudsman rulings
 - Employee FTE headcount, vacancies and turnover
 - Staff appraisals completed
- d) explained that there was slightly less demand in Customer Services during quarter two compared to the last quarter with 677 less face to face enquiries and 2,053 less calls answered (mainly due to a reduction in Revenues and Benefits calls).
- e) highlighted that the overall sickness data as at the end of September was 1.93 days per FTE (excl. apprentices). This was 0.97 days less compared to quarter one and brings the cumulative total of sick days to 4.83 days which was 1.51 days less than last year and the lowest Q2 average in the last 6 years
- f) further highlighted key performance areas in Chief Executive's:
 - The number of new starters on the apprenticeship programme had decreased to nine in Q2 this year from 18 in Q2 last year
 - The number of face to face enquiries had decreased to 4,873 from 12,123 in Q2 last year

- The number of telephone enquiries answered had decreased again to 27,342 from 34,327 in Q2 last year
- The number of users logged into the self-service system had increased again to 7,298 from 6,059 in quarter two last year
- The average time taken to answer a call in customer services had increased by 36 seconds compared to Q2 last year, now reporting at 96 seconds which was below its lower target of 50 seconds
- The in year collection rate for Council Tax was 52.80%, 0.37% lower than the figure of 53.17% reported in Q2 last year, but on target
- The in year collection rate for Business Rates had decreased this quarter to 60.57% from 61.13% in Q2 last year. It was however above its target of 58.69%.
- The level of outstanding customer changes in the Revenues team had increased to 749 in Q2 this year, from 624 in Q2 last year
- The average (YTD) days to process new housing benefit claims was below its target of 24 days with a figure of 28.16 days.
- The number of Housing Benefits/ Council Tax support customers awaiting assessment had increased from 810 in quarter two last year to 1,491 in quarter two this year
- The percentage of risk-based quality checks made where Benefit entitlement was correct had decreased from 87.50% in quarter one to 84% in quarter two, also below its target of 91.50%.

g) Further highlighted key performance areas in Directorate for Communities and Environment

- The total number of CCTV incidents handled by operators had increased by 877 since Q1, now reporting at 4,068.
- The total number of users at our health and recreation facilities had increased by 38,487 since Q2 last year, now reporting at 247,762
- The overall percentage utilisation of all car parks had decreased from 68% in Q2 last year to 45% in Q2 this year, which was below its 60% target
- The number of off-street charged car parking spaces had increased from 2,241 in Q2 last year to 3,621 in Q2 this year.
- The satisfaction of complainants relating to how the complaint was handled was below its target of 87.50% with a figure of 80.30%.
- The percentage of official FH&S controls completed had decreased by 8.4% since Q1, now reporting at 81.60% - below the target of 97%.
- Non-Major and Major Planning applications determined within government targets were above target at 95.05% and 98.04% respectively.
- % satisfaction with the standard of service by Birchwood Leisure Centre had improved to 87.71% from 78.85% last year

h) Further highlighted key performance areas in Directorate for Housing and Regeneration

- The rent collected as a proportion of rent owed had surpassed its target of 96.50% with a figure of 98.19%
- The current tenant arrears as a percentage of the annual rent debit was above its target of 3.50% with a figure of 2.95% (low is good)

- The number of Homelessness applications progressed within the Housing team had increased from Q2 last year by 241, now at 368.
- The percentage of reactive repairs completed within target time was above its target of 97.50% with a figure of 99.36%

Question: Members asked for a breakdown of why calls were taking longer and whether MyInfo was a piece of software created by the City of Lincoln Council.

Response: MyInfo was provided by CIVICA and was mainly used by Revenues and Benefits as a portal whereby customers could access data etc. There had been no complaints regarding call times so this wasn't affecting our customers. Some calls were taken and then transferred to departments which would be included in the call time. A piece of software was available that showed which area the call was for to see where the bigger volumes occurred. This would help identify where online forms were needed the most. Pat Jukes agreed to source information and circulate to members if possible.

Comment: Members congratulated Martin Walmsley and his team for their IRRV Performance Award 2018.

RESOLVED that:

- a) The report be noted
- b) Pat Jukes to source information regarding the breakdown of calls to Performance Scrutiny Members

43. Strategic Risk Register - Quarterly Report Quarter 2

Rob Baxter, Financial Services Manager:

- a) updated members with a status report of the revised Strategic Risk Register as at the end of the first quarter 2018-19
- b) Since reporting to Members in August 2018, the Strategic Risk Register had been reviewed and updated by the relevant Assistant Directors. This review had identified that there have been some positive movement in the Risk Register. There had also been an additional risk added No. 8 Decline in the economic prosperity within the City Centre.
 - a) highlighted the revised Risk Register outlined in Appendix A of the report

RESOLVED that the content of the report be noted.

44. Scrutiny Annual Report 2017-18

Clare Stait, Democratic Services Officer:

- a) presented the Scrutiny Annual Report for 2017/18 for comments, prior to being referred to Full Council for approval.
- b) Advised that within the Constitution it states that the scrutiny committees should produce an annual report to Council. Chairs of the Scrutiny Committees do produce individual reports to Council during the municipal year, however, the attached Scrutiny Annual Report (**Appendix 1**)

summarises the work of the scrutiny committees for the full year and highlights the key achievements made under scrutiny in 2017/18.

RESOLVED that the content of the report be noted.

45. Treasury Management and Prudential Code Update Report - Half Year Ended 30 September 2018

Councillor Pat Vaughan declared a Personal Interest in the following item.

Sarah Hardy, Group Accountant:

- a) Presented to Members a report which covered the Council's treasury management activity and the actual prudential indicators for the period April 1st to September 30th 2018. This is in accordance with the requirements of the Prudential Code.
- b) Updated members on the following main areas:
 - The Council's capital expenditure plans;
 - How these plans were being financed;
 - The impact of the changes in the capital expenditure plans on the prudential indicators and the underlying need to borrow; and
 - Compliance with the limits in place for borrowing.

RESOLVED that the content of the report be noted.

46. Budget Review Process 2019/20

Rob Baxter, Financial Services Manager:

- a) presented to Members the process for the scrutiny of the proposed budget and Council Tax for the 2019/20 financial year and the Medium Term Financial Strategy 2019-2024.
- b) It was proposed that the scrutiny of the budget was undertaken in two separate stages; firstly all members would be invited to a briefing session which would;
 - assist them to gain a greater understanding of the financial environment in which the Council is currently operating;
 - provide the opportunity to ensure that they are up to date with the latest changes in local government finance, and;
 - understand the impacts that these conditions have had on the financial position of the Council, the issues that it faces and how the Council was responding to these.

This briefing session would allow all members the opportunity to gain a greater understanding and awareness of the Council's financial position, thus aiding further scrutiny of the budget and in the case of the opposition party if desired the preparation of an alternative budget.

- c) Secondly, a more traditional scrutiny process would be undertaken to review in more detail the MTFs and the robustness of the proposed budget options and Council Tax for the 2019/20 financial year. This would

be undertaken in a committee format as the Budget Review Group with the appropriate governance arrangements in place.

RESOLVED that the content of the report be noted

47. Work Programme for 2018-19 - Update

Clare Stait, Democratic Services Officer:

- a. presented the draft work programme for 2018/19 as detailed at Appendix A of her report
- b. advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair
- c. reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d. requested any relevant comments or changes to the proposed work programme for 2018/19.

RESOLVED that: the work programme be noted subject to the inclusion of the following item at a future Performance Scrutiny Committee:

- Neighbourhood Management Report Update

Present: Councillors Councillor Gary Hewson (*in the Chair*), Alan Briggs, Bob Bushell, Edmund Strengiel, Pat Vaughan and Loraine Woolley

Apologies for Absence: Debbie Rousseau

Also in Attendance: Sheila Watkinson, Mick Barber and Christine Lamming

18. Confirmation of Minutes - 10 September 2018

RESOLVED that the minutes of the meeting held on 10 September 2018 be confirmed.

19. Matters Arising

Annual Report to Tenant and Leaseholders 2017/18

The Chair advised that following the last meeting of Housing Scrutiny Sub Committee amendments had been made to the Annual Report to Tenants and Leaseholders and it had been circulated to Members again.

20. Declarations of Interest

No declarations of interest were received.

21. Performance Monitoring Report Quarter 2

Yvonne Fox, Assistant Director of Housing

- a. presented the Housing Scrutiny Sub Committee with an end of quarter report on performance for the second quarter of the year (July 2018 – September 2018)
- b. advised that of the 23 measures 15 were on or exceeding targets for the year and 8 had not met the targets set.
- c. referred to paragraph 4 of the report and highlighted areas of good performance:
 - Arrears as a percentage of rent debit
 - Percentage of ASB cases closed that were resolved
 - Percentage of all repairs carried out within time
- d. further highlighted areas that had not achieved their target and explained the reasons for this:
 - Average re-let period – General needs (excluding major works)
 - Average re-let period – All dwellings (including major works)
 - Percentage of offers accepted first time
 - Percentage of complaints replied to in 10 working days.
- e. invited committees questions and comments

Question - Referred to the rent arrears which currently stood at £802,050 and asked if the figure included any carry over from the previous year.

Response – The total amount of rent arrears was a continuous amount, although the total amount of arrears had increased, the collection rate had improved.

Comment – It was encouraging to see that the number of ASB cases that had been closed had increased.

Response – The Council had achieved ASB Accreditation and were working closely with teams across the Authority to address anti-social behaviour.

Question – Why had more repairs been completed this year than last year?

Response – The repairs working group would be looking at this issue.

Comment– With the decent homes work that had been completed it was expected that the number of day to day repairs would reduce and requested that a report on this be added to the work programme.

RESOLVED that

1. the report be noted.
2. A report on repairs be added to the work programme.

22. LTP Matters (Verbal Report)

Mick Barber, Vice-Chair of LTP, circulated a copy of the Lincoln Tenants' Panel Green paper response to the committee for information. Yvonne Fox explained that there was currently a designated person for mediation before a tenant could go to the ombudsman. The government were asking if this should be removed to streamline the complaints procedure.

Mick Barber, Vice Chair of LTP circulated a leaflet that was available to all tenants regarding the new build properties on Ingleby Crescent and expressed concern over the cost of the rent.

Yvonne Fox, explained that all of the properties were let at an affordable rent which was below the average rent of private lettings. Housing benefit would cover the full rent or proportion of the rent to tenants who were entitled to claim it. Preference for the new properties was given to existing Council Tenants who wanted to transfer. All of the properties in that area had now been let.

23. Work Programme 2018/19

The Chair

- 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.

The Chair requested that the following reports be scheduled into the work programme:

- Repairs
- Allocations

RESOLVED that

1. The work programme be noted
2. The following reports be added to the work programme
 - Repairs
 - Allocations

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SUBJECT:	ELECTORAL REGISTRATION
DIRECTORATE:	CHIEF EXECUTIVE AND TOWN CLERK
REPORT AUTHOR:	CAROLYN WHEATER, CITY SOLICITOR

1. Purpose of Report

1.1 To provide the Performance Scrutiny Committee with an update on electoral registration in the City of Lincoln, as requested by the Chair of the Committee.

2. Background

2.1 The Register for the City of Lincoln was published on 1 December 2018 following the statutory canvass undertaken between July and November 2018.

2.2 This report sets out the process that is undertaken as part of the canvass, the latest electorate information together with comparisons from previous years.

3. Electoral Registration Canvass – Process

3.1 The Electoral Registration Officer is required to issue a Household Enquiry Form to all properties within the registration area within the period of 1 July to 30 November. This must be a paper Household Enquiry Form in a prescribed format which cannot be changed and this cannot be sent via email or any other electronic means.

3.2 Rather than use the Royal Mail postage service, all Household Enquiry Forms in the City of Lincoln are hand delivered by a team of canvassers, which is cheaper and more effective.

3.3 Non-responses to the Household Enquiry Form are followed up by issuing two reminders, also hand delivered by canvassers, prior to the making of a personal visit should no response to the original Household Enquiry Form or any of the reminders have been received.

3.4 A Household Enquiry Form is not a registration form but is solely a mechanism to collect information about who is resident and eligible to register at a particular address. The Household Enquiry Form will be pre-populated with any existing entries on the register which can be confirmed or amended. The information provided on a Household Enquiry Form will act as a prompt for further action based on the response received.

3.5 Responses to the Household Enquiry Form will fall into the following broad categories:

- No changes;
- Names of existing registered electors crossed off;
- Additions;

- Changes to existing electors' details;
- Requests for changes to absent voting and open register choices.

- 3.6 Where no response is received to a Household Enquiry Form, or the reminders and personal visit, data matching using the Council's Council Tax data is undertaken to confirm the residence of anyone already registered at the address. Where the residence of an elector can be confirmed via Council Tax the elector will remain on the register. If the elector cannot be confirmed via Council Tax as living at the property, they will be removed from the register.
- 3.7 Any potential new electors, or additions, identified on the Household Enquiry Form in the space provided will need to be sent an Invitation to Register. This provides each individual with instructions as to how to submit an application.
- 3.8 The majority of Invitations to Register are hand delivered by canvassers, although some are sent via Royal Mail depending on when a large enough batch is ready for printing and distribution.
- 3.9 Non-responses to Invitations to Register are also followed up by issuing two reminders and a personal visit by a canvasser should no response to the reminders be received. An Invitation to Register, or reminders, can be sent via email. These are currently hand delivered or sent via Royal Mail.

4. Electoral Registration Canvass – City of Lincoln Council Statistics

- 4.1 All 49,561 properties at the commencement of the canvass in Lincoln were sent Household Enquiry Forms.
- 4.2 10,000 of these properties were categorised as being student accommodation. Access to the student campus at the University of Lincoln is restricted so an arrangement with the post room at the University is in place for their staff to make delivery of Household Enquiry Forms upon commencement of the academic year.
- 4.3 The final electorate published on 1 December 2018 at the close of the canvass was 60,138.

5. Electorate – City of Lincoln

- 5.1 The electorate for the City of Lincoln varies throughout the year, with a significant number of changes made during the canvass which seeks to ensure that the electoral register is as up to date and accurate as possible.
- 5.2 Household Notification Letters are sent to all properties in the city in January each year as a further check to ensure that the information held on the Electoral Register is correct and accurate. This will also have an impact on the electorate, with numerous additions and deletions to the register anticipated once these letters are sent.
- 5.3 Poll Cards for scheduled elections in May will be sent to all eligible electors in March each year due to there being local or national electoral events occurring every year. This also generates additions or deletions to the electoral register.
- 5.4 In addition, a significant amount of publicity takes place locally and nationally

ahead of scheduled elections to remind people not to lose their right to vote, encouraging people to register. This inevitably also contributes to additions to the electoral register.

- 5.5 The electorate for the City of Lincoln on 1 December 2018 was confirmed as being 60,138 following the close of the annual canvass. Comparisons to previous years where data is held are set out below:

Year	Electorate
1 December 2018	60,138
1 December 2017	61,415
1 December 2016	61,689
1 December 2015	60,209

- 5.6 A breakdown of the electorate per electoral ward as at 1 December 2018 following the publication of the register at the close of the annual canvas is set out below:

Electoral Ward	1 December 2018
Glebe	5,845
Castle	5,195
Abbey	5,707
Carholme	4,659
Park	5,476
Boultham	4,417
Moorland	5,490
Witham	6,069
Minster	5,038
Hartsholme	6,324
Birchwood	5,918

- 5.7 The electorate for the City Council elections held on 3 May 2018 was 61,790. Comparisons to previous local elections are set out below:

Year	Electorate
2018	61,790
2017 (County Council elections)	62,556
2017 (Parliamentary General Election)	N/A*
2016 (combined with PCC elections)	63,270**
2015 (combined with Parliamentary)	67,557*

* The electorate for the Parliamentary General Election in 2017 consists of different eligibility to that of local elections, meaning that it would not be the same comparable information. The electorate for the combined elections in 2015 reflects the local election electorate. The relatively high electorate is reflective of the fact that the local elections were combined with the Parliamentary elections in 2015.

** The 2016 elections were 'all-out' elections following the boundary review, whereas the other City Council elections were elections by thirds.

- 5.8 A breakdown of electorate per City Council electoral ward at each respective City

Council election is set out below:

Electoral Ward	2018	2016*	2015**
Glebe	5,954	6,001	5,559
Castle	5,379	5,465	6,155
Abbey	5,936	6,001	7,283
Carholme	4,965	5,289	8,360
Park	5,763	5,896	5,700
Boultham	4,619	4,653	5,667
Moorland	5,502	5,692	5,754
Witham	6,111	6,172	5,851
Minster	5,131	5,432	5,885
Hartsholme	6,398	6,492	5,281
Birchwood	6,032	6,177	6,062

* The 2016 elections were 'all-out' elections following the boundary review, whereas the other City Council elections were elections by thirds.

** The relatively high electorate in some electoral wards is reflective of the fact that the local elections were combined with Parliamentary elections in 2015.

5.9 In addition to the above elections, a By-Election was held in the Carholme Ward in October 2017. The electorate for the Carholme By-Election was 5,335.

6. Students

6.1 Officers continue to maintain a good relationship with staff at the University of Lincoln to ensure that electoral registration is encouraged, particularly in respect of the delivery of Household Enquiry Forms and promoting the fact that students are entitled to register at their student accommodation as well as at their home address.

6.2 In engaging with students over the telephone or via email regarding electoral registration, officers within the Elections Team, despite promoting that students can register at their student accommodation as a second address, are regularly informed that individuals either have no interest in registering at all or are content with being registered solely at their home address.

6.3 In previous years the Elections Team has set up stalls at Fresher's Week and provided stationary packs for students with details as to how to register to vote. In addition, the team worked with the University of Lincoln to ensure that a message appeared on students' login screens on their computers within the campus to encourage them to register to vote. This included a link to the Government website for electoral registration. Unfortunately these activities did not result in a noticeable increase in students registering to vote.

6.4 The Council's elections team and communications team will continue to work with the University of Lincoln to promote the electoral registration of students.

7. CIPFA Statistical Neighbours and Lincolnshire Local Authorities

7.1 In contacting the Council's CIPFA statistical neighbours, below is a table which shows the electorate on 1 December 2017, 1 December 2018 and for any local elections held in 2018 in respect of those who responded:

Authority	1 December 2017	1 December 2018	Local Elections 2018
Burnley Borough Council	65,897	66,929	66,472
Cannock Chase Council	74,332	74,212	None held
Chesterfield Borough Council	79,723	78,961	None held
Exeter City Council	88,979	90,042	90,017
Ipswich Borough Council	96,183	96,598	96,891
Norwich City Council	102,353	99,385	101,734
Preston City Council	95,479	91,675	84,516*

* three Wards uncontested – electorate information for the three uncontested Wards is not included in this figure. Unfortunately the authority was unable to confirm the electorate for the three Wards for the same period as the election so the figure does not reflect the whole Council area.

7.2 Similarly, below is the same information for the other authorities in Lincolnshire:

Authority	1 December 2017	1 December 2018
Boston Borough Council	46,386	47,500
East Lindsey District Council	109,437	109,548
North Kesteven District Council	88,103	89,231
South Holland District Council	71,754	71,579
South Kesteven District Council	108,320	106,923
West Lindsey District Council	73,679	73,180

7.3 This comparison, both with CIPFA statistical neighbours and neighbouring authorities, indicates that it is not uncommon to see a lower electorate rate in 2018 compared to the previous year in 2017 after completion of the annual canvass meaning that the City of Lincoln is not unique in this respect.

8. The Elections Team and Resources

8.1 The Elections Team currently consists of 2.5 fulltime equivalent officers. The Elections Manager is also the Democratic Services Team Leader and commits his time between the two teams on a 50:50 basis, with a fulltime Electoral Services Officer and a fulltime Electoral Services Assistant also being in place to make up the team.

8.2 The Elections Team has met all statutory requirements relating to electoral registration throughout the duration of the annual canvass and has undertaken this in the same manner and with the same resources as the previous year. It is not considered necessary to change the way in which the team undertakes the canvass, until such time as is required by a change in legislation, or commit any further resources to the team.

9. Strategic Objectives

Reducing Inequality

- 9.1 All statutory requirements in relation to electoral registration are met by the team, which ensures that all people who are eligible are given the opportunity to register to vote.

10. Organisational Impacts

- 10.1 Finance (including whole life costs where applicable)

No implications.

- 10.2 Legal Implications including Procurement Rules

No implications.

- 10.3 Equality, Diversity and Human Rights

No implications.

11. Recommendation

- 11.1 That the report be noted.

Is this a key decision? No

Do the exempt information categories apply? No

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

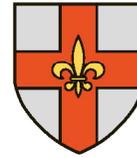
How many appendices does the report contain? None

List of Background Papers: None

Lead Officer: Graham Watts, Democratic Team Leader and
Elections Manager
Telephone (01522) 873439



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housing



CITY OF
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COUNCIL

Quality Housing Portfolio

Contextual overview

24th January 2019

Pat Jukes
Business Manager, Corporate Policy

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Quality Housing

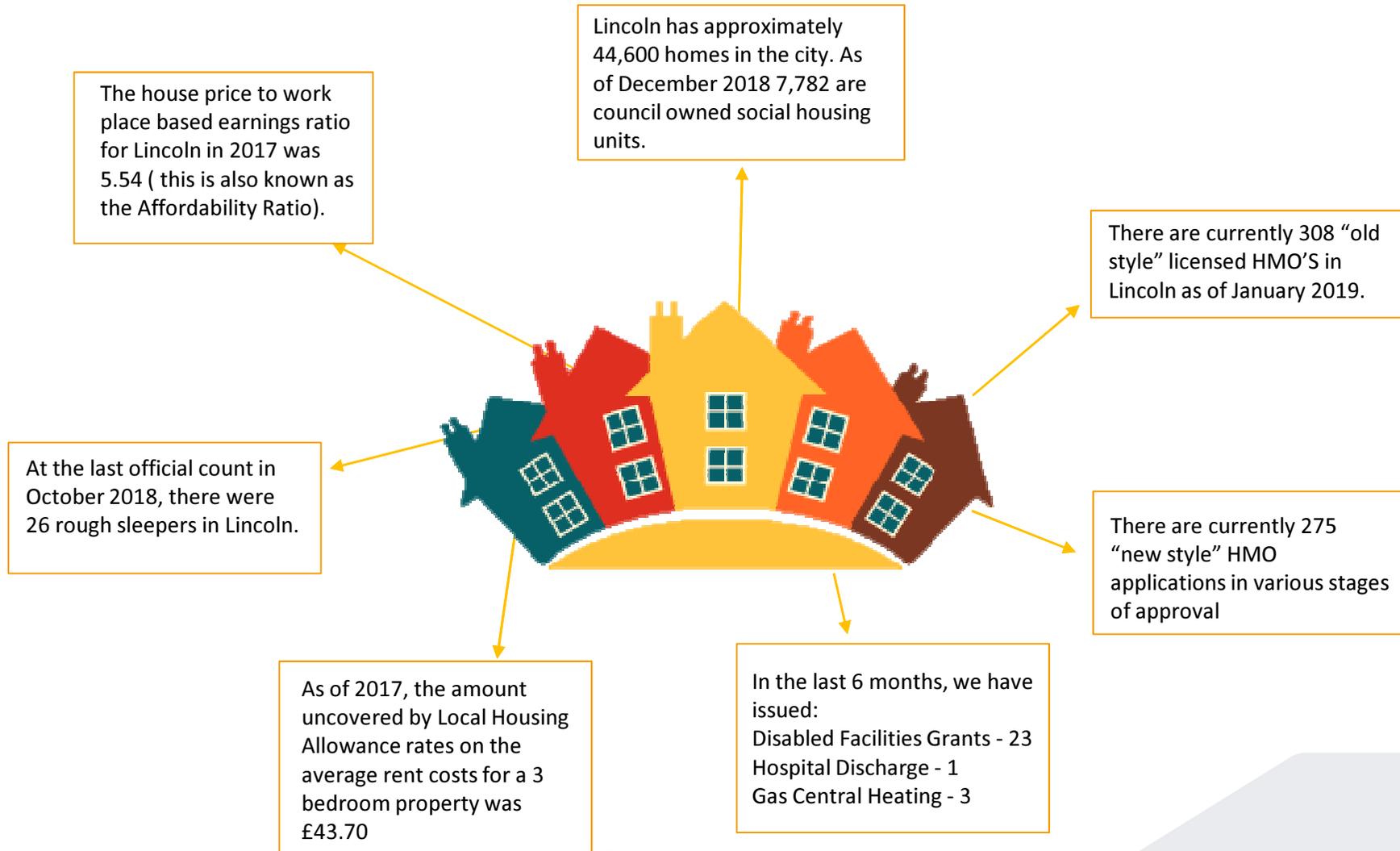
This overview will cover;

- Contextual information on the Quality Housing Portfolio
- A deeper look at relevant measures and information from the Lincoln City Profile
- Performance measures covered in the basket of key strategic measures



Contextual information on the Quality Housing Portfolio

27

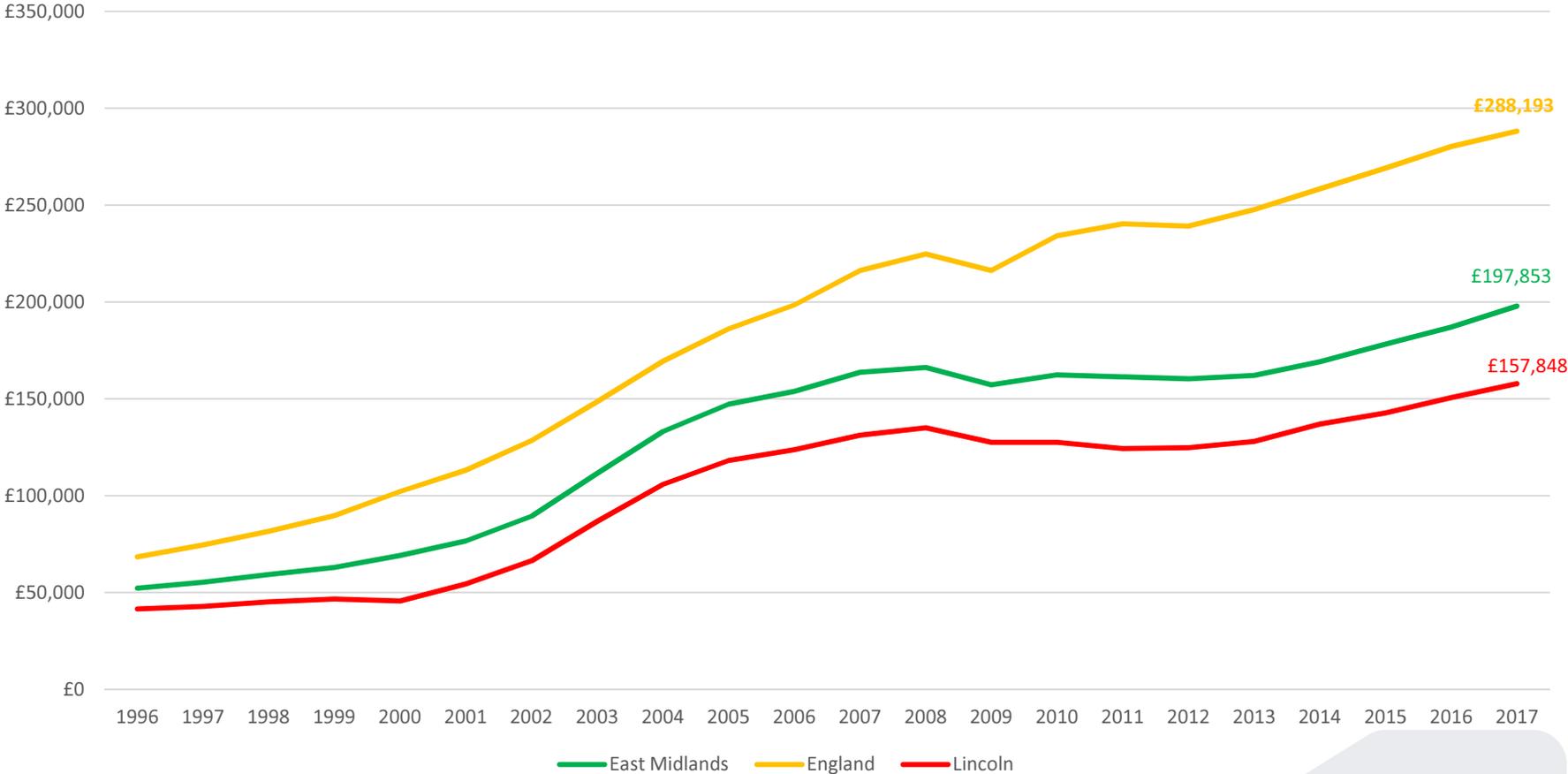


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Source: Health Summary 2018
Source: P3 Housing 2018
Source: ONS 2018
Source: City of Lincoln Council 2018/19

www.lincoln.gov.uk

Average price paid for all property types in Lincoln for the period 1996-2017



28



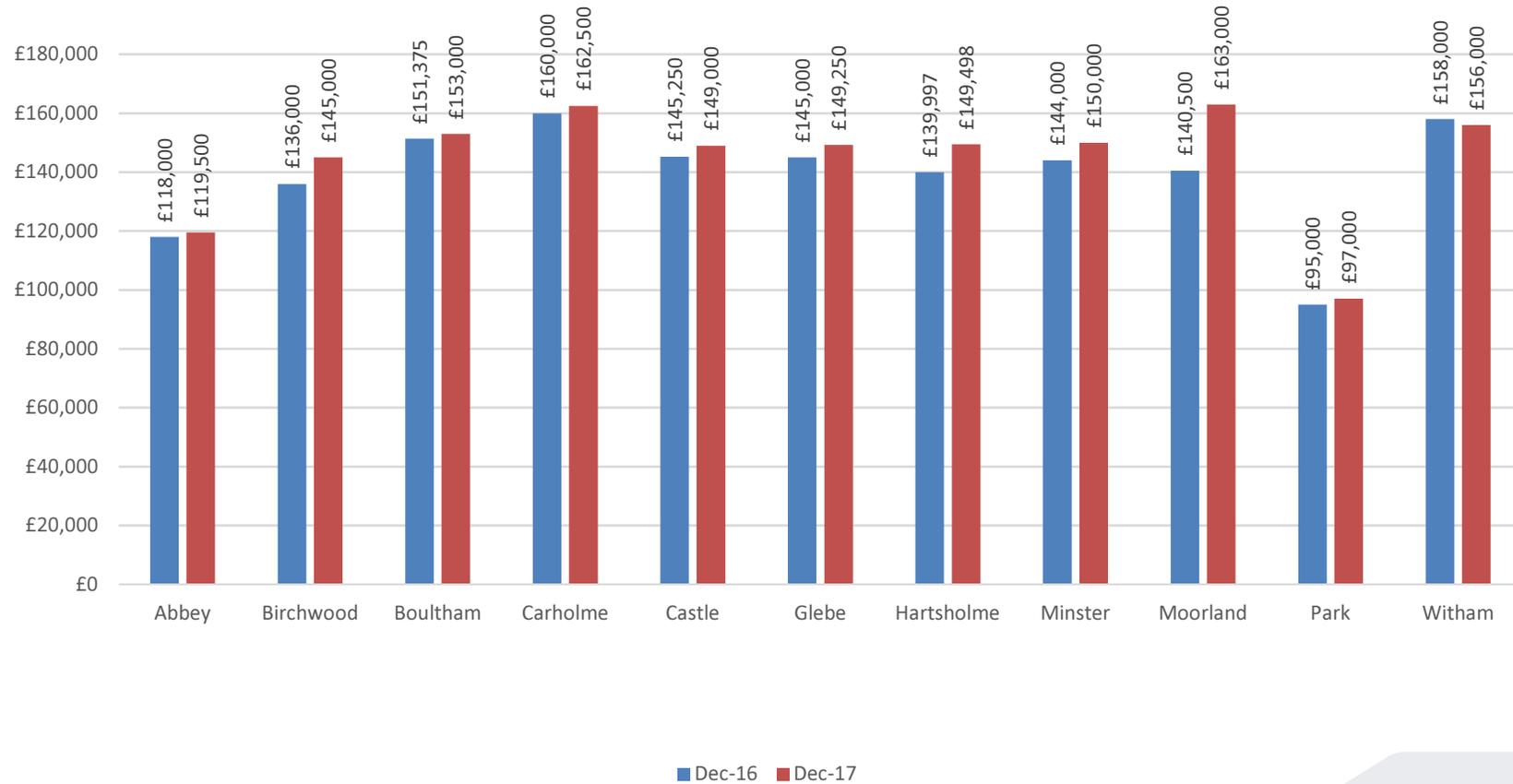
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Source : ONS 2018

www.lincoln.gov.uk

Median price paid for all house types by ward 2017



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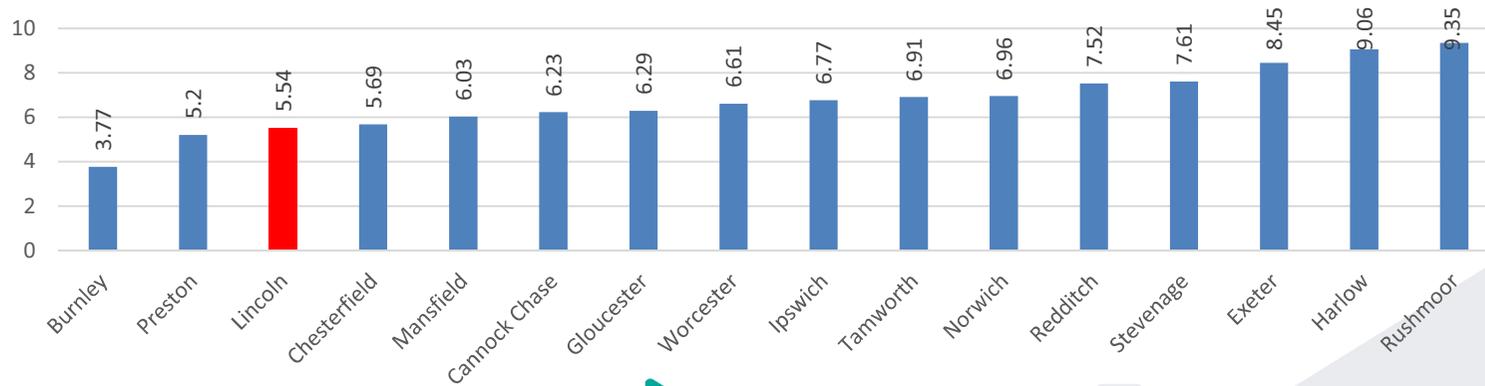
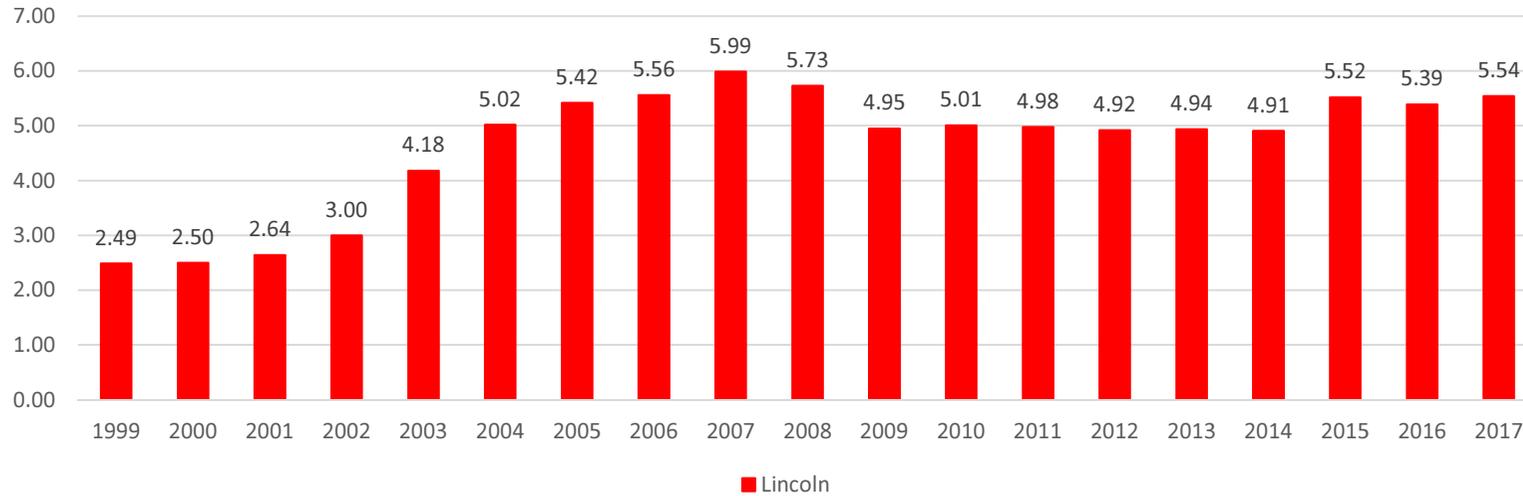


Source : ONS - 2018

www.lincoln.gov.uk

Affordability ratio: Rate of house prices to earnings (1999 to 2017) and compared to our nearest neighbours

30



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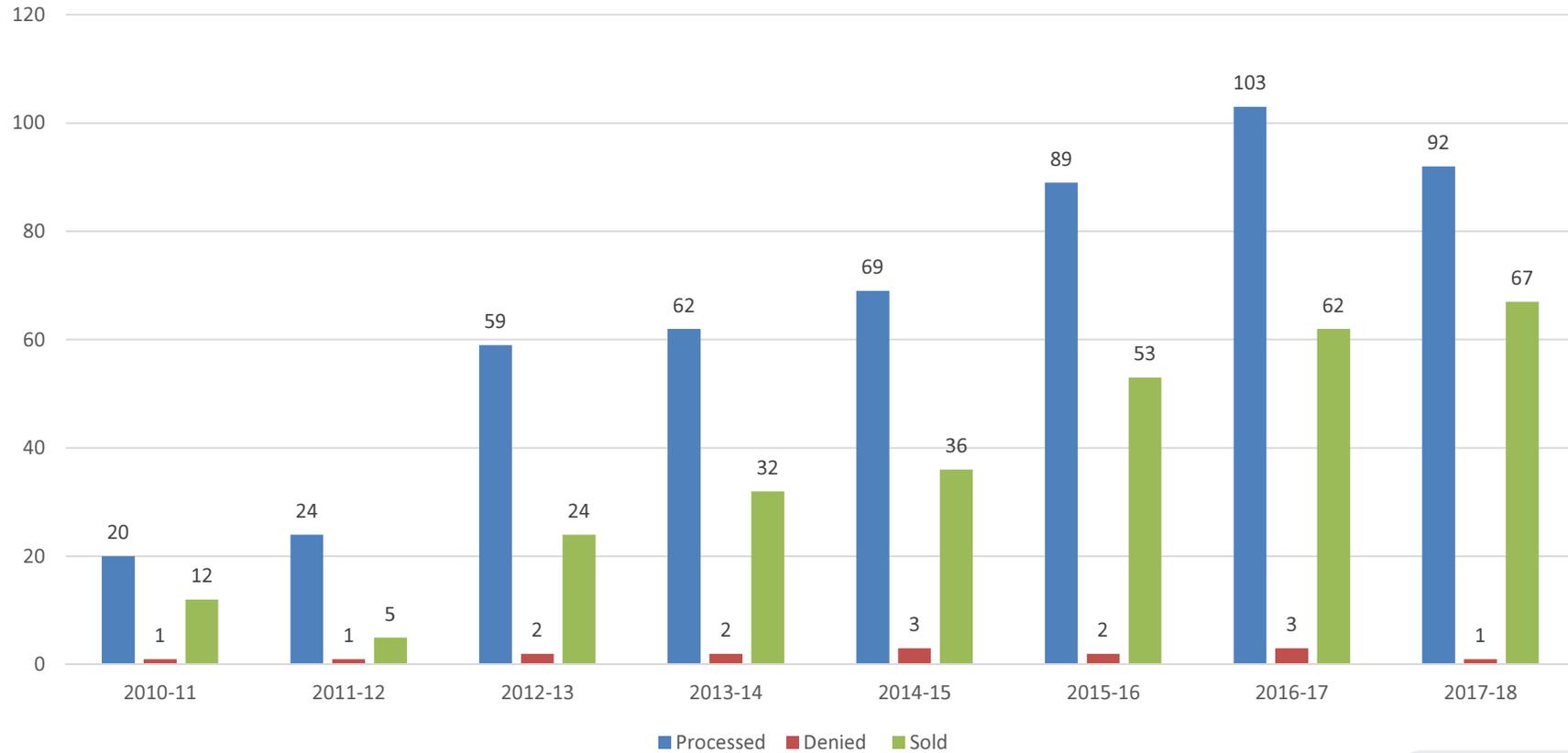


Source : ONS 2018

www.lincoln.gov.uk

Number of right to buy applications processed in Lincoln 2010/11-2017/18

31



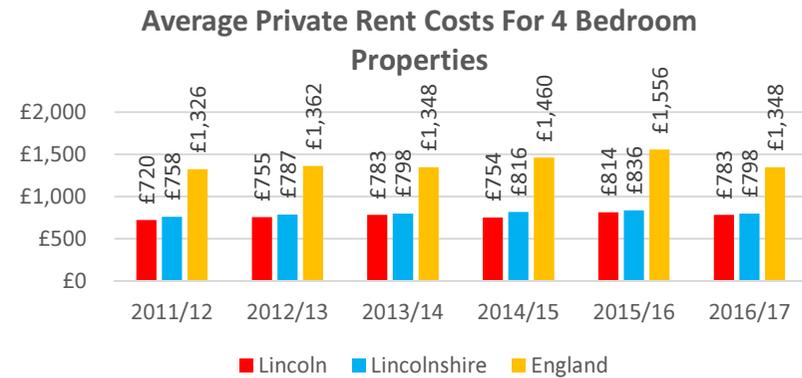
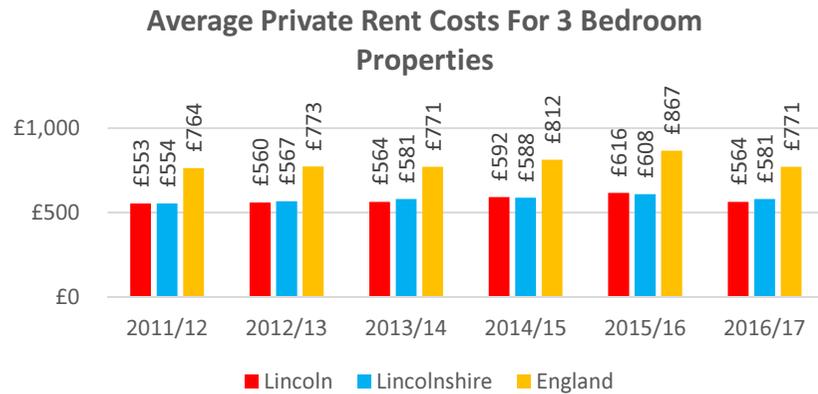
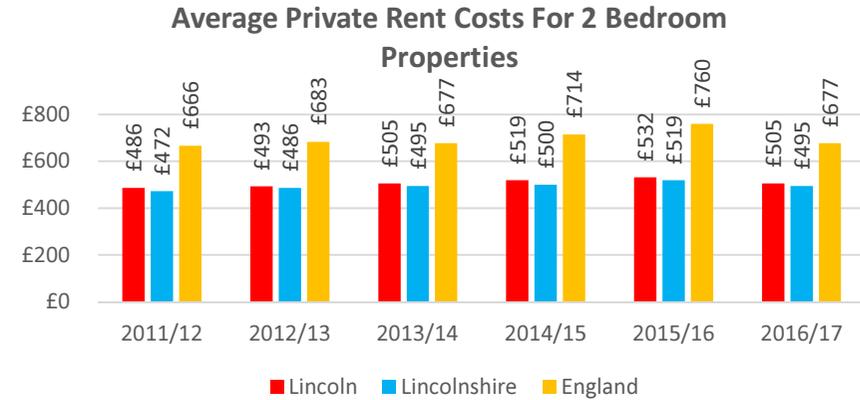
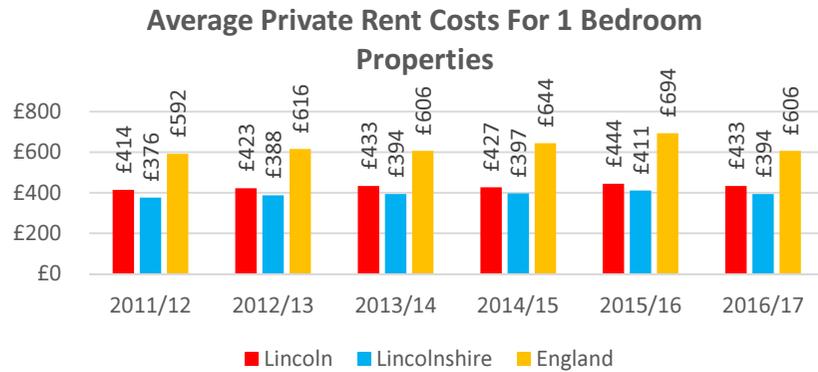
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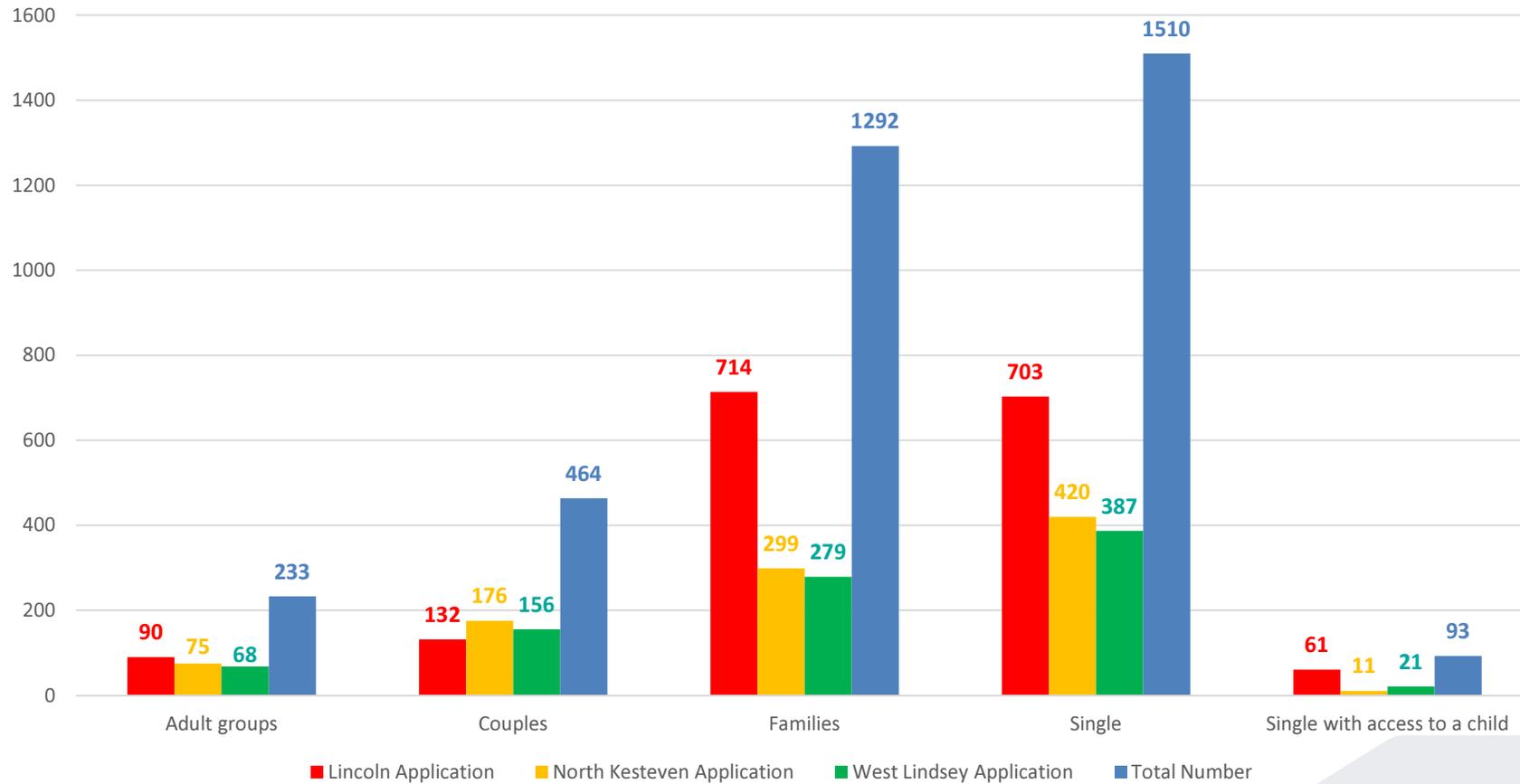
Source : City of Lincoln Council 2018

www.lincoln.gov.uk

Average private rent costs in Lincoln 2011/12-2016/17



Housing Waiting List By Household Type – January 2018



33



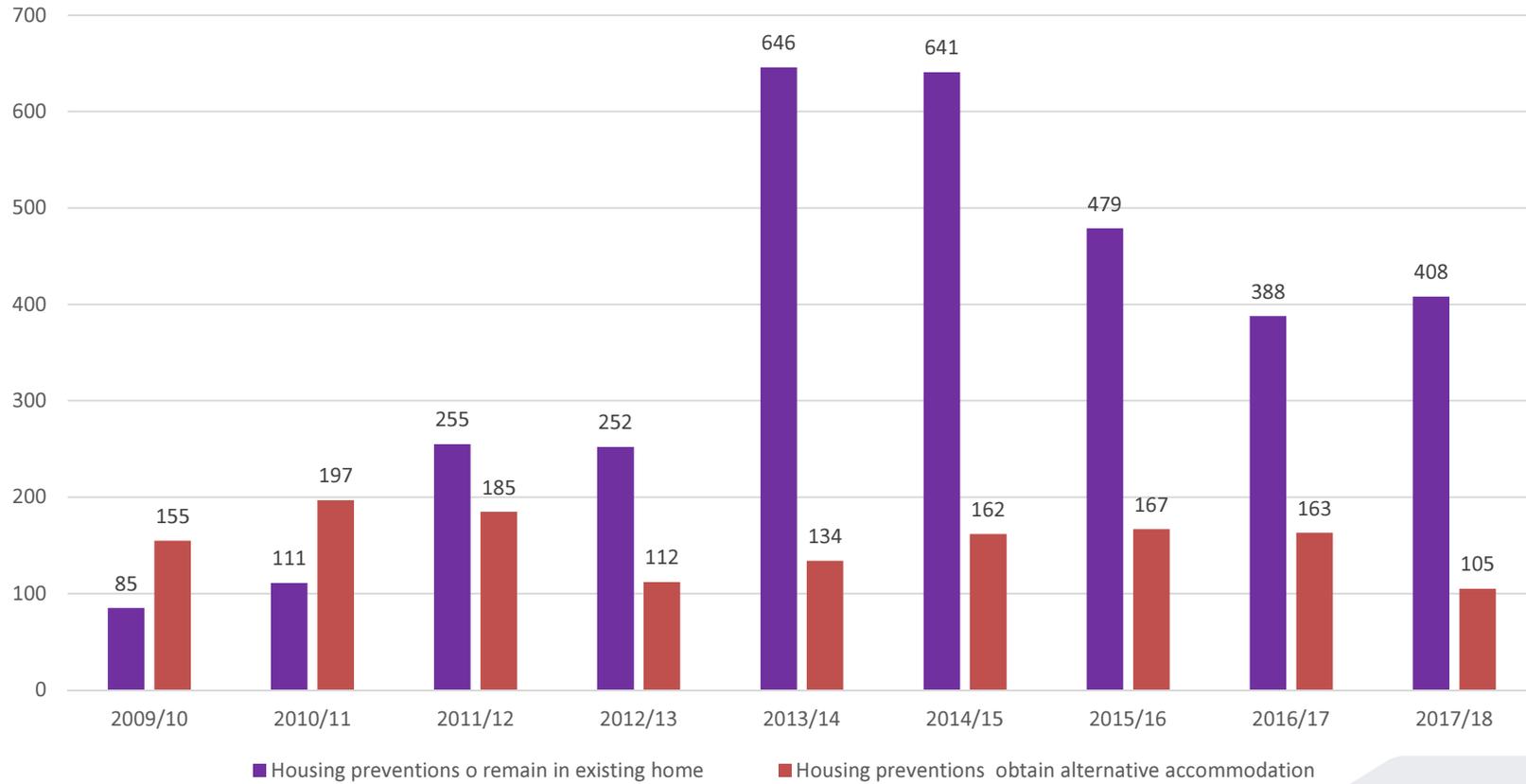
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Source : City of Lincoln Council Housing Team 2018

www.lincoln.gov.uk

Number of homelessness preventions in Lincoln 2009/10 – 2017/18



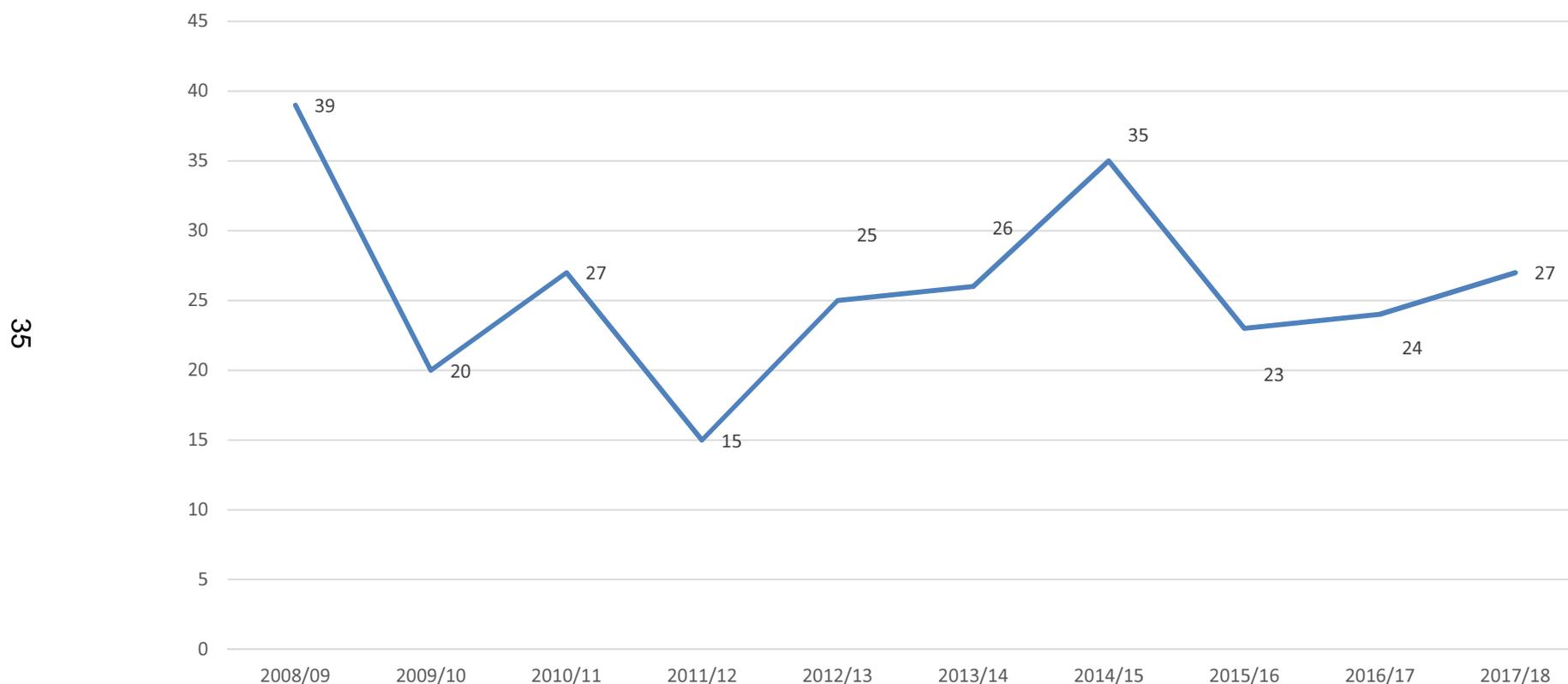
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Source : GOV.UK 2018

www.lincoln.gov.uk

Number of households in temporary accommodation 2008/09 – 2017/18



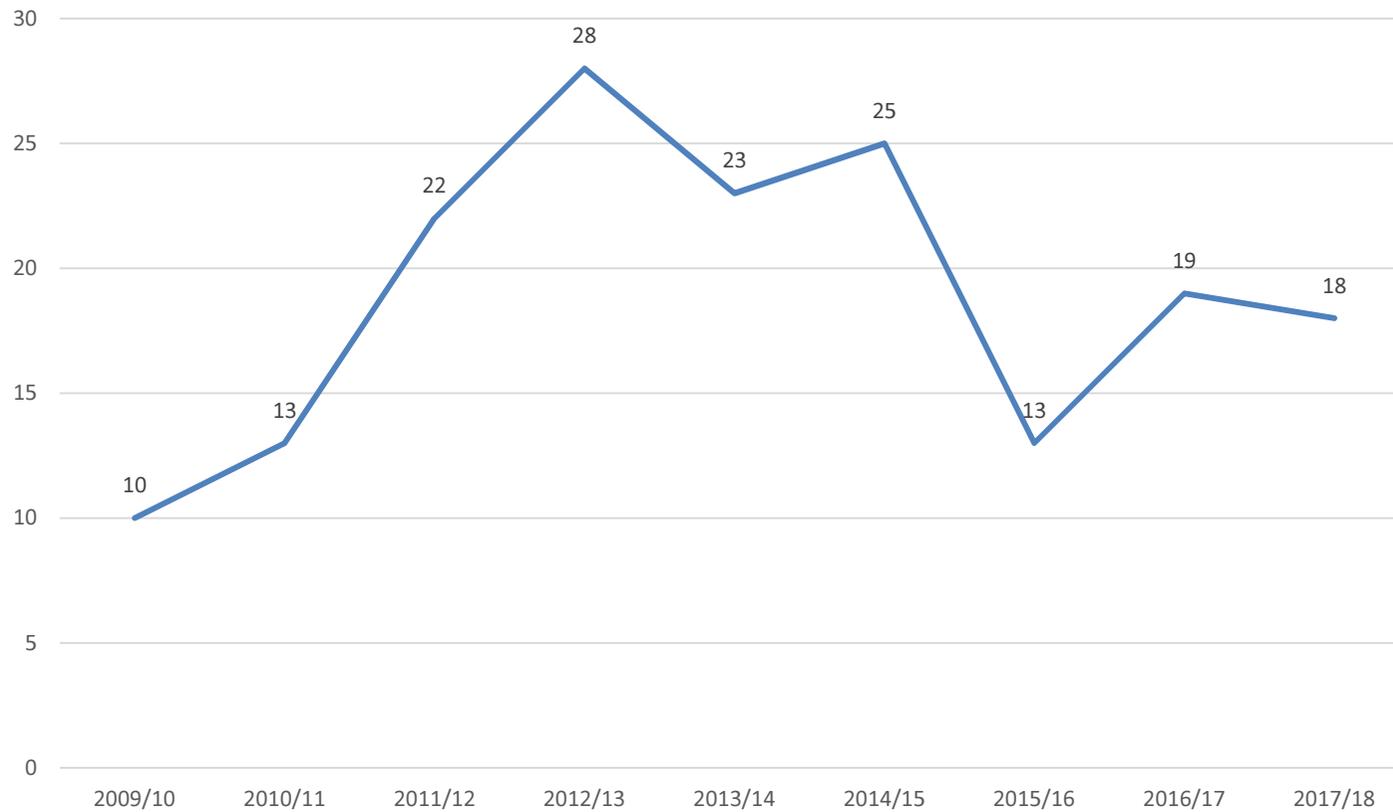
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Source : LG Inform 2018

www.lincoln.gov.uk

Number of empty homes brought back into use



36



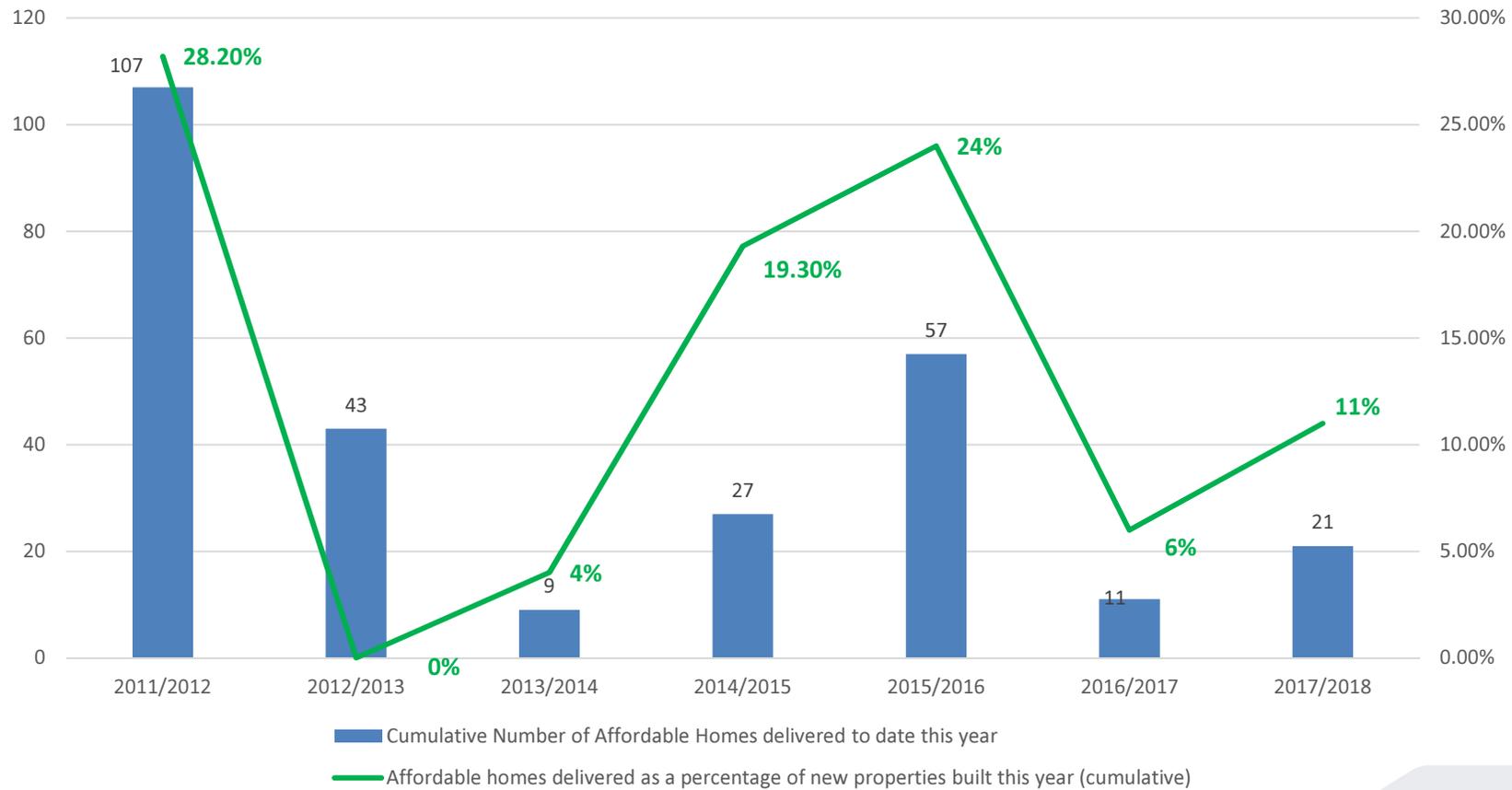
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Source : City of Lincoln Council 2018

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Affordable homes delivered in Lincoln 2011/12 – 2017/18



37



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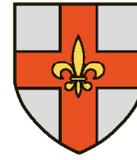


Source : City of Lincoln Council 2018

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Key points to note:

- Lincoln's average price paid for all property types has increased by 4.8%, growing from £150,538 to £157,848
- Average private rental costs have decreased in all properties with either 1,2,3 or 4 bedrooms
- The number of households in temporary accommodation has seen a small increase from 2016/17s figure of 24, rising to 27 in 2017/18
- The number of possession claims by landlords has risen from 81 in 2016/17 to 96 in 2017/18
- Lincoln has a relatively low housing affordability ratio (Low = good) – and is actually the third lowest in our nearest neighbour group



Key Strategic Measures

Service Area	Measure	Unit	Tolerance	Cumulative or Quarterly	High / Low is Good	Trend - Quarterly or Seasonal	Q2/17/18	Q3/17/18	Q4/17/18	Q1/18/19	Q2/18/19	Status	Under Performing	Target	Last Target Status
Housing Investment	HI 4 - Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	2	Cumulative	Low is good	Quarterly	0.00%	0.00%	0.00%	0.94%	0.48%	Maintaining			
Housing Investment	HI 6 - Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	30	Quarterly	Low is good	Quarterly	4	4	4	174	192	Maintaining			
Housing Investment	HI 7 - Percentage of dwellings with a valid gas safety certificate	%	2	Cumulative	High is good	Quarterly	99.95%	99.95%	99.96%	99.85%	99.93%	Maintaining			
Control Centre	CC 5 - Percentage of calls answered within 60 seconds	%	1	Quarterly	High is good	Quarterly	98.37%	98.36%	98.25%	99.09%	99.16%	Maintaining			
Rent Collection	RC 3 - Rent collected as a proportion of rent owed	%	5	Cumulative	High is good	Quarterly	98.21%	99.27%	99.68%	97.56%	98.19%	Maintaining	94.00%	96.50%	Above Target
Rent Collection	RC 4 - Current tenant arrears as a percentage of the annual rent debit	%	1	Cumulative	Low is good	Quarterly	2.59%	2.22%	2.11%	2.72%	2.95%	Maintaining	5.40%	3.50%	Above Target
Housing Solutions	HS 3 - The number of people currently on the housing waiting list	Number	100	Cumulative	Low is good	Quarterly	1,681	1,653	1,693	1,692	1,663	Maintaining			
Housing Solutions	HS 4 - The number of Homelessness applications progressed within the Housing team	Number	10	Cumulative	Low is good	Seasonal	127	183	279	167	368	Deteriorating			
Housing Voids	HV 7 - Percentage of rent lost through dwelling being vacant	%	0.05	Cumulative	Low is good	Quarterly	1.06%		0.97%	0.72%	0.70%	Maintaining			
Housing Voids	HV 9 - Average re-let time calendar days for all dwellings (including major works)	Days	5	Cumulative	Low is good	Monthly	30.00	27.16	26.77	26.42	26.47	Maintaining	28	25	On Target
Housing Maintenance	HM 3 - Percentage of reactive repairs completed within target time	%	2.00	Cumulative	High is good	Quarterly	96.52%	96.98%	97.49%	98.00%	99.36%	Maintaining	95.00%	97.50%	Above Target
Housing Maintenance	HM 4 - Percentage of repairs fixed first time	%	5	Cumulative	High is good	Quarterly	88.01%	88.91%	90.21%	93.38%	93.60%	Maintaining			
Housing Maintenance	HM 5 - Appointments kept as a percentage of appointments made	%	5	Cumulative	High is good	Quarterly	96.25%	95.71%	95.85%	96.56%	96.66%	Maintaining			



Key points to note from the Key Strategic Measures

- ✓ The rent collected as a proportion of rent owed has surpassed its target of 96.50% with a figure of 98.19%
- ✓ The current level of tenant arrears is above the target of 3.50% with a figure of 2.95% (low is good)
- ✓ The percentage of reactive repairs completed within target time is above the target of 97.50% with a figure of 99.36%
- The number of Homelessness applications has increased from Q2 last year by 241, now reporting at 368. This is primarily due the Homelessness Reduction Act changes (introduced April 2018), where we must now support anyone, threatened with homelessness within 56 days or is already homeless . This means we have a duty to start working with people at an earlier stage and help should initially be offered regardless of whether the person has a local connection to Lincoln or a priority need for assistance. It is therefore almost certain that homelessness presentations will increase in the first year



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PERFORMANCE SCRUTINY COMMITTEE

24 JANUARY 2019

REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES

REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING

INTRODUCTION

This is my first report as Portfolio Holder for Housing having taken office in May 2018. It has been all-change for housing with the previous Director retiring and the appointment of Daren Turner who commenced work during October. In both our cases we have slightly different responsibilities to our predecessors. In my own case the Portfolio area now covers health as well as housing.

Since taking office the director and I have held a series of briefings with staff which has proved very informative particularly for me as it has helped me build up my knowledge of housing.

Housing is changing rapidly. Council housing is no longer housing of last resort and many private housing tenants in the city now aspire to be tenants of the City Council. Over the last 12 months we have added to our housing stock with the biggest increase in houses for at least 40 and possibly 50 years. Next year, 2020, sees the centenary of the first Council housing built in Lincoln and that gives us an opportunity to celebrate council housing and the important part it has played in the lives of many Lincoln people over the years.

I am looking for the department to build on the performance figures which we currently have achieved with the aim of reaching excellence. It should be recorded that the department has two nominations which have been short-listed for in the 2019 Local Government Chronicle (LGC) Awards. Matt Hillman, Maintenance Manager, is one of two City Council employees short-listed for the Rising Star category. This is a fantastic achievement for the Council to have two of the six short-listed candidates in a national award. In addition our supported housing service is shortlisted in the Public/Public Partnerships category along with the other Lincolnshire districts which form the consortium which delivers the Lincolnshire County Council Wellbeing Service.

The national scene as regards social housing is also changing. The decision of the Government to lift the Housing Revenue Account borrowing cap means that we can now start planning to add even more properties to our stock. These are much needed as there continues to be a housing crisis in the city. In addition the inquiry into the Grenfell fire is likely to result in a number of changes in social housing in the future and we wait to see what these will be.

Finally I would like to thank staff for their hard work over the last year sometimes in very challenging circumstances. Many of the performance figures are excellent and that is down to the effort put in by the workforce.

HOMELESSNESS

Since April 2018, on average we have received 58.4 homelessness applications each month. These figures are significantly higher than the previous year due to the Homelessness Reduction Act changes which came into force in April 2018. Since the changes came into effect, we have successfully prevented 159 cases of homelessness and relieved 134 cases. At the end of December there were 10 cases in Bed and Breakfast and 8 cases in Temporary Accommodation. The average stay in Bed and Breakfast is 3.58 weeks against a target of 4 weeks and the average stay in Temporary Accommodation is 7.33 weeks against a target of 12 weeks.

Rough Sleeping has been identified as an emerging and significant issue within the city, although our official Annual Count carried out on 1 November identified 26 rough sleepers which was two less than the 2017 annual count. However, anecdotally we are aware that there have been up to 40 people sleeping rough in the city from time to time.

A significant amount of resources have been obtained to deal with the issues of homelessness in the city.

During 2018 the City Council successfully bid for Government funding to tackle rough sleeping and have secured £376,747 for 2018/19 and a provisional allocation of £519,396 for 2019/20. This money has been utilised to recruit a Rough Sleeping Team within the council. The team consists of a Co-ordinator and two Housing Solutions Officers, plus a specialist Mental Health Nurse and an Addiction Worker. There is also an additional Street Outreach Worker based with the team at P3. We have also set up access to a Day Centre at the Nomad Centre and 15 units of supported accommodation for those with complex needs at The Cornerhouse run by Framework Housing Association.

In October 2018 a further funding round was announced by Government and in December we were advised that we have been selected as one of only 11 successful bids out of over 150 submitted. In this tranche of funding we have secured £110,438 for 2018/19 and a further £441,750 for 2019/20 for an assessment hub, two Support Planners, four Support Workers and additional temporary accommodation.

Since October we have housed 17 people into supported accommodation, six into accommodation in the private rented sector, reconnected five people to their home town, and dealt with 15 people leaving either hospital or prison with no suitable accommodation to go to. This is an excellent example of partnership working across a number of agencies within the city including the YMCA, P3, Framework Housing Association, Addaction, Lincolnshire Partnership NHS Trust and Lincolnshire County Council.

This is in addition to ACTion Lincs, the entrenched rough sleepers project for Lincolnshire, which has been funded under the Government Social Impact Bond. The City Council is now the lead authority for this project. This is a three and a half year programme launched in September 2017 with the intention of supporting 120 of the most entrenched rough sleepers using a housing first approach.

Strategically we have facilitated the progress of homeless move-on accommodation for LEAP. The housing strategy shows a need for self-contained accommodation in this area. We identified a site at Gaunt Street which the Council has given approval to dispose to LEAP for this purpose. Planning permission has been obtained and it is anticipated that building work will commence shortly.

TENANCY MANAGEMENT

The roll out of Universal Credit (UC) which began in the city in April 2018 has had a significant impact on the level of rent arrears owed by Council tenants and by Universal Credit claimants in particular. Housing Officers' workloads in dealing with UC tenants in rent arrears have risen proportionately, as many tenants in this situation present with varying levels of vulnerability and need support from our own officers and other agencies to have any chance of sustaining their tenancies. A challenge ahead is continuing to manage our rent arrear levels and achieve consistent rent collection despite the continued impact of the Universal Credit full service. At the end of December we had 973 UC claimants, of which 687 were in arrears. 47% of our total arrears are people claiming Universal Credit.

Tenant arrears currently stand at 2.47% (target 3.65%) with 99.83% of rent collected (target 98%)

The completion and letting of new-builds on several of our estates has led to increasing pressures on Housing Officers some of whom have had their workloads significantly increased.

It is acknowledged that more work needs to be done with applicants prior to them being offered a Council tenancy to ensure that they are prepared and in the best place to maintain their tenancy and to have effective support in place to assist them with this.

Tenancy Services continues to strive to maintain and improve on the high standards of Anti-Social Behaviour (ASB) service delivery which resulted in it being awarded Housemark Accreditation in early 2018. The figures to the end of quarter three (December 31) show that the average length of time to resolve ASB cases was 65.25 days (target 70 days). The number of new cases that have been risk assessed is 92.81% (target 90%). In addition 99.13% of cases that were closed were resolved (target 94%).

NEW BUILD/ALLOCATIONS

During 2018-19 the City Council will successfully complete 172 new Council homes. This is the largest increase in Council houses in Lincoln in a single year for over 40 years. Currently 138 of these properties have been completed and let with the remaining due to before the end of March. Given the demand for Council housing, and the fact that we have been losing between 60 and 70 homes a year through Right to Buy, it is important that we continue to identify sites for further Council housing. During the year outline planning permission was granted for 325 new homes on the Queen Elizabeth Road site which is land behind the Views on Ermine West some of which is

outside of the City Council boundary. The current intention is that the housing on this site will be a mix of tenures.

The number of live applications for Council properties currently stands at 978 which is a significant reduction. Some of this has been due to the number of new properties becoming available but the main factor is that there has been a review of the applications which has meant the removal of those who have shown no signs of activity. That means they have not logged on to the system, have not bid for any properties or have made no contact with the department.

The % of offers of tenancy which have been accepted first time have improved greatly during the year after a poor start. In April 2018, the first month of the current year, just 61.54% of tenancy offers were accepted first time but at the end of quarter three the figure was 83.73% compared to a target of 85%.

The target of 90% of applications becoming live on the system within 10 working days is not being met. Currently work is ongoing to restructure the Housing Solutions team and I expect the performance figures to show a dramatic improvement once this is completed.

HOUSING IMPROVEMENT PROGRAMME

Our annual housing improvement programme this year included the following works: kitchen and bathroom replacements, the installation of over bath showers, electrical improvements, roofing works, thermal comfort work, communal hard-standing improvements, replacement heating systems which also included a new communal heating system at Derek Miller Court.

In addition work started in October to replace the fire doors and door frames of flats in the Council's three multi-storey blocks and at Derek Miller Court and St Botolph's Court

Currently we have 188 (0.27%) non decent properties. 167 of these are due to tenants refusing the proposed works, and the remaining 21 properties are contained within the current works programmes and will be completed over the next few months. The completion of these 21 properties will mean that the target of nil non-decent properties (excluding refusals) will be met.

HOUSING REPAIRS

The housing repairs service continues to meet, and exceed, its targets. In the performance figures to 31 December 2018. 100% of emergency repairs were completed within the target time (target 99.5%); 98.51% of reactive repairs were completed within the time target (target 97.5%); the average end-to-end time for all reactive repairs was 7.41 days (target 8 days); and 96.37% of tenants were satisfied with repairs and maintenance (target 95%). The first time fix rate was 93.57% (target 90%) which compares extremely well with recent years - 80.1% in 2015-16 and 86.1% in 2016-17.

The re-let time for all voids at the end of December was 28.4 days, against a target of 25 days. The number of void properties within the process has significantly increased due to the New Build Project and an increased amount of evictions taking place, which in turn has increased the workload and pressures on all areas within voids. Receiving offers on available properties from applicants is a contributing factor for the delay on the overall void time. Work is continuing within the Housing Solutions team to remedy the situation.

SUPPORTED HOUSING

Plans for an Extra Care facility on the site of De Wint Court have made considerable progress over the last few months. This will be our first Extra Care facility and will provide 70 one and two bed apartments with communal facilities including a restaurant, a hair salon, and a sensory garden. This was granted planning permission in December and we are now finalising the budget for the scheme and will be tendering for a delivery partner. The need for this project has been highlighted by the Housing Strategy which identified that Lincolnshire has the least provision in the country for Extra Care. This scheme has attracted funding from Homes England and Lincolnshire County Council

A review of our Supported Housing Service is ongoing with consultation already having taken place with customers about possible changes to the way the service operates. The key changes proposed are to move to a more responsive mobile service and to upgrade the equipment on site to make best use of emerging technologies. Case studies are being produced to show how the changes will affect customers with differing support needs.

The Lincare control room is continuing to grow, monitoring 6,500 customers across Lincolnshire with the aim that the service provided is cost effective and available to all. The key upcoming issues are the first inspection under the new Quality Standards Framework taking place during this month (January) and the development of plans to respond to the analogue to digital agenda due to be completed by 2025.

The percentage of alarm calls answered by the Control Centre within 60 seconds was 99.06 (target 97.5%). The percentage of support plans reviewed for sheltered housing residents was 97.65% (target 95%)

The City Council is also a key partner in the Lincolnshire Wellbeing Service which has been shortlisted in the Public/Public Partnerships category of 2019 LGC (Local Government Chronicle) awards. The contract to provide the service from 1 April 2018 was won by a consortium of the seven Lincolnshire district councils with East Lindsey as the lead bidder and managers of the scheme. The City Council's main role is in delivering the part of the contract which requires the wellbeing service to provide 24/7 telecare response services to anybody in the county who has a lifeline installed irrespective of who provides it.

PRIVATE SECTOR HOUSING

A change in legislation has considerably increased the number of HMOs (Houses in Multiple Occupation) which fall within the criteria for mandatory licencing. From 1

October 2018 the criteria was extended to add all properties with five or more residents regardless of the number of storeys. This will increase the number of licensable HMO's within the City from 318 to more than 900. To ensure the financial sustainability of the HMO licencing scheme the licence fee has been reviewed. Also an additional Housing Standards & Enforcement Officer post has been added to the establishment and recruitment into the post is ongoing. An additional 110 completed applications have been submitted via the new online portal since 1 October and a further 200 applications are in the process of being completed by landlords.

As an incentive to landlords the Council is offering a greater discount on the HMO licence fee to landlords who gain Trusted Landlord status. The Trusted Landlord scheme is an initiative to improve standards of accommodation, management of tenants and neighbourhood relations.

The Council adopted a five year Empty Homes Strategy in March 2018 which sets out how we plan to tackle empty homes in the City. So far this year 34 homes have been brought back into use with council assistance. The target is 50.

The number of long-term empty homes (i.e. those empty for more than six months) has increased by 2.6% between 1 January 2018 and 1 January 2019. In numerical terms this is an increase from 419 to 430. Nationally there has been an increase of 5% with London showing a 14% annual increase. There are a number of factors which have caused this increase such as the uncertainty in the housing market, change of regulations affecting mortgages and landlords and the uncertainty caused by Brexit.

The number of properties empty for two years or more has gone up from 105 to 122 over the same period but the number of properties empty for four years or more has remained the same at 53. In addition there has been a significant increase in the number of second home/furnished empty properties which have gone up from 250 to 334.

The Rogue Landlord initiative, which has been funded by Government, is in its final year. This has been a very successful project with the City Council working in partnership with a number of other agencies targeting properties in the Sincil Bank and Monks Road areas. It will leave behind a legacy of improved housing in the private rented sector.

So far there have been seven successful prosecutions and one caution. A further four prosecution cases are pending. At present 70% of all streets within the target areas have been surveyed with the total number of full inspections of HMO's at 1,229. This is below target for the project but this has been influenced by complexity of the prosecution cases that have resulted.

The new Private Housing Health Assistance Policy 2018 – 2022 was adopted and was effective from April 2018 with an emphasis on health and prevention. The Council has improved 32 private sector homes that previously had no central heating by installing gas central heating. A total of 78 Disabled Facilities applications have been processed and the time taken from receiving the occupational therapist recommendation to completion of grant works has reduced from 29 weeks to less than 20 weeks.

HEALTH

The annual health profile for Lincoln produced by Public Health England (see attached appendix) continues to show some challenging data. The life expectancy at birth for both men and women is significantly worse than for the rest of England. Mortality rates for under 75s, hip fractures in the over 65s, breast feeding, educational achievements at GCSE level and the number of children in low income families are all similarly significantly worse than the rest of the country. We are significantly better than the England average in other areas including infant mortality; violent crime; diabetes diagnoses and alcohol-specific hospital stays by Under 18s.

There is a direct link between improvements in housing and improvements in health. Any improvements we can make in our own housing stock and in the private sector will have the effect of improving the health of our residents.

In addition to the health profile for Lincoln I have also attached the 2018 Active Lives Survey, produced by Sport England, which gives data for activity/inactivity. Within Lincolnshire the figures for Lincoln are good with 64.4% active which is the second best district in the county and above the England average of 62.3%. Lincoln has 25.4% of the population classified as inactive which is slightly worse than the national average of 25.2%. Lincolnshire has the worst figures for inactivity for shire counties in England at 30.3% inactive with three districts having more than 35% inactive. Active Lincolnshire is currently working on a plan to increase levels of physical activity among the population of Lincoln and Lincolnshire and we will be working with them to help them achieve this. As with improvements in housing any improvement in physical activity levels also have a positive effect on people's health.

CONCLUSION

Vision 2020, the Council's Strategic Plan, sets out five high level success outcomes for the quality housing portfolio. These are as follows: i) Increasing the availability and provision of housing in Lincoln; ii) Improving the quality of both public sector and private sector homes; iii) Reducing the number of households in the city experiencing fuel poverty; iv) Increasing the availability of supported housing for older people with high levels of need; v) Working with partners to break the link between poor health and inequality, resulting in improved healthy lifestyles and reductions in people experiencing health inequality. This report, I believe, shows we are making significant progress in achieving these outcomes.

Donald Nannestad
Portfolio Holder for Quality Housing

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Appendix A

Monthly Performance Monitoring December 2018

PI Number	Description	Target Figure 2018/19	Year to Date Previous Month	Year to Date Figure	Year to Date	Monthly Performance
Repairs						
29	Percentage of emergency repairs completed within target time	99.50%	100.00%	100.00%		
32	Percentage of all reactive repairs completed within target time	97.50%	98.51%	98.51%		
33	Average end-to-end time for all reactive repairs (calendar days)	8 days	7.53 days	7.41 days		
34	Percentage of repairs completed right first time	90.00%	93.49%	93.57%		
37	Appointments kept as a percentage of appointments made	95.00%	96.67%	96.67%		
41	Percentage of tenants satisfied with repairs and maintenance	95.00%	96.20%	96.37%		
Gas Services						
48	Percentage of dwellings with a valid gas safety certificate	99.96%	99.92%	99.93%		
Investment						
50	Percentage of homes that fail to meet the decent homes standard (excl. refusals)	0%	0.39%	0.27%		
Control Centre						
5	Percentage of alarm calls answered within 60 seconds	97.5%	99.07%	99.06%		
7	Percentage of alarm calls answered within 180 seconds	99.0%	99.94%	99.94%		
8	Number of new connections made	240	251	283		
9	Percentage of support plans reviewed	95.00%	97.59%	97.65%		
Voids						
60	Average re-let time (calendar days) – all dwellings (exc major works)	20 days	25.30 days	25.67 days		
62	Average re-let time (calendar days) – all dwellings (all works)	25 days	27.28 days	28.35 days		
Allocations						
85	Number of live applications	No target	1478	978		
85A	% of offers of tenancy accepted first time	85%	83.61%	83.73%		
86	Percentage of applications live on the system within 10 working days	90%	5.24%	4.62%		

ASB						
89	Percentage of closed ASB cases that were resolved	94%	99.10%	99.13%		
90	Average number of days to resolve ASB cases	70 days	65.00 days	65.25 days		
91	Percentage of new ASB cases risk assessed	90.00%	93.04%	92.81%		
Rents						
125B	Rent collected as a proportion of rent owed (excluding arrears and credits bought fwd.)	98.00%	98.07%	99.83%		
126	Current tenant arrears as a % of annual rent debit (exc HB adjustments)	3.65%	3.23%	2.47%		
127	Current tenant arrears as a % of annual rent debit: Underoccupying tenants	No target	2.49%	1.81%		
Garages						
70	Current garage arrears as a % of annual rent debit	2%	4.16%	1.60%		
72	Percentage of garages currently let (%)	80.00%	80.63%	81.79%		
Homelessness						
158	Number of homelessness approaches in the month	No target	491	526		
170	Number of homelessness approaches resulting in successful prevention (excluding DHP's)	No target	142	159		
171	Number of homelessness successfully relieved in month	No target	108	130		
173	Number of households in temporary accommodation	No target	19	18		
174	Average length of stay in Bed & Breakfast accommodation	4 weeks	3.48 weeks	3.58 weeks		
175	Average length of stay in temporary accommodation	12 weeks	6.99 weeks	7.33 weeks		



Lincoln

District

This profile was published on 3 July 2018

Local Authority Health Profile 2018

This profile gives a picture of people's health in Lincoln. It is designed to help local government and health services understand their community's needs, so that they can work together to improve people's health and reduce health inequalities.

Health in summary

The health of people in Lincoln is varied compared with the England average. Lincoln is one of the 20% most deprived districts/unitary authorities in England and about 21% (3,500) of children live in low income families. Life expectancy for both men and women is lower than the England average.

Health inequalities

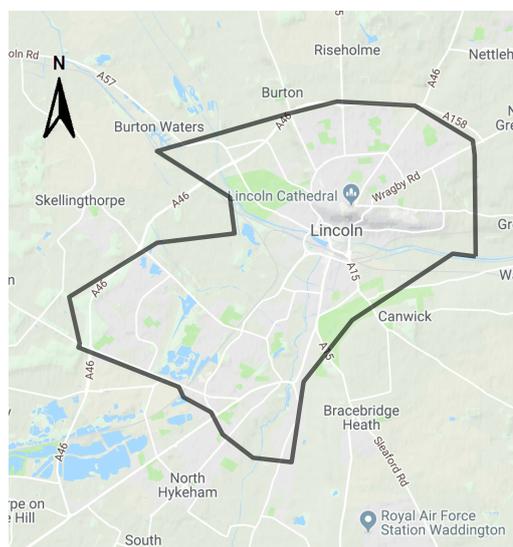
Life expectancy is 9.9 years lower for men and 8.9 years lower for women in the most deprived areas of Lincoln than in the least deprived areas.**

Child health

In Year 6, 22.4% (210) of children are classified as obese. The rate of alcohol-specific hospital stays among those under 18 is 15*, better than the average for England. This represents 3 stays per year. Levels of GCSE attainment, breastfeeding initiation and smoking at time of delivery are worse than the England average.

Adult health

The rate of alcohol-related harm hospital stays is 702*, worse than the average for England. This represents 602 stays per year. The rate of self-harm hospital stays is 200*. This represents 209 stays per year. The rate of hip fractures is worse than average. The rate of TB is better than average.



0km 2km 4km

Contains National Statistics data © Crown copyright and database right 2018
Contains OS data © Crown copyright and database right 2018
Map data © 2018 Google
Local authority displayed with ultra-generalised clipped boundary

For more information on priorities in this area, see:

- <http://www.research-lincs.org.uk>
- <http://www.lincolnshire.gov.uk>

Visit www.healthprofiles.info for more area profiles, more information and interactive maps and tools.

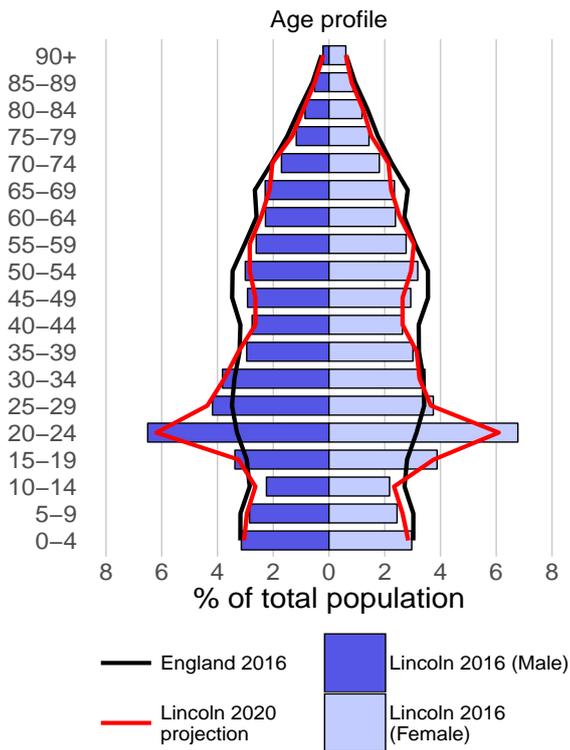
Local Authority Health Profiles are Official Statistics and are produced based on the three pillars of the [Code of Practice for Statistics](#): Trustworthiness, Quality and Value.

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* rate per 100,000 population

** see [page 3](#)

Population



Understanding the sociodemographic profile of an area is important when planning services. Different population groups may have different health and social care needs and are likely to interact with services in different ways.

	Lincoln (persons)	England (persons)
Population (2016)*	97	55,268
Projected population (2020)*	98	56,705
% population aged under 18	18.7%	21.3%
% population aged 65+	15.0%	17.9%
% people from an ethnic minority group	5.0%	13.6%

* thousands

Source:
Populations: Office for National Statistics licensed under the Open Government Licence
Ethnic minority groups: Annual Population Survey, October 2015 to September 2016

Deprivation

The level of deprivation in an area can be used to identify those communities who may be in the greatest need of services. These maps and charts show the Index of Multiple Deprivation 2015 (IMD 2015).

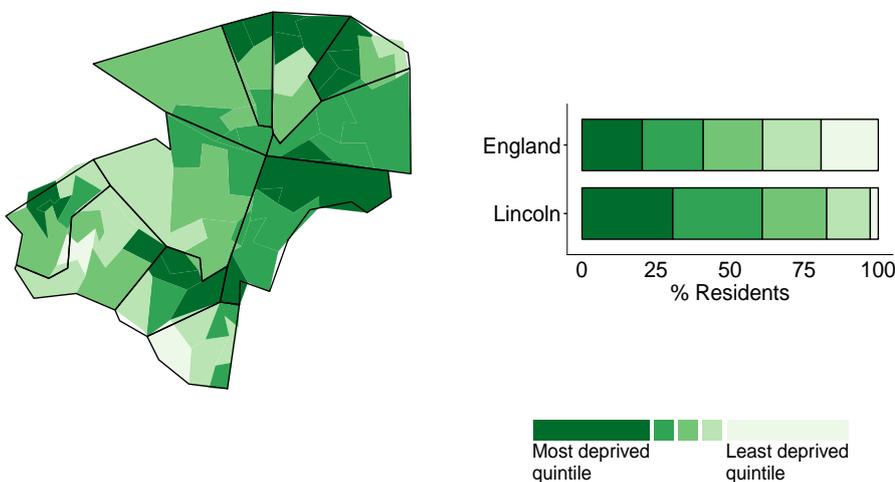
National

The first of the two maps shows differences in deprivation in this area based on national comparisons, using national quintiles (fifths) of IMD 2015, shown by lower super output area. The darkest coloured areas are some of the most deprived neighbourhoods in England.

The chart shows the percentage of the population who live in areas at each level of deprivation.

Local

The second map shows the differences in deprivation based on local quintiles (fifths) of IMD 2015 for this area.



Lines represent electoral wards (2017). Quintiles shown for 2011 based lower super output areas (LSOAs). Contains OS data © Crown copyright and database rights 2018. Contains public sector information licensed under the Open Government Licence v3.0

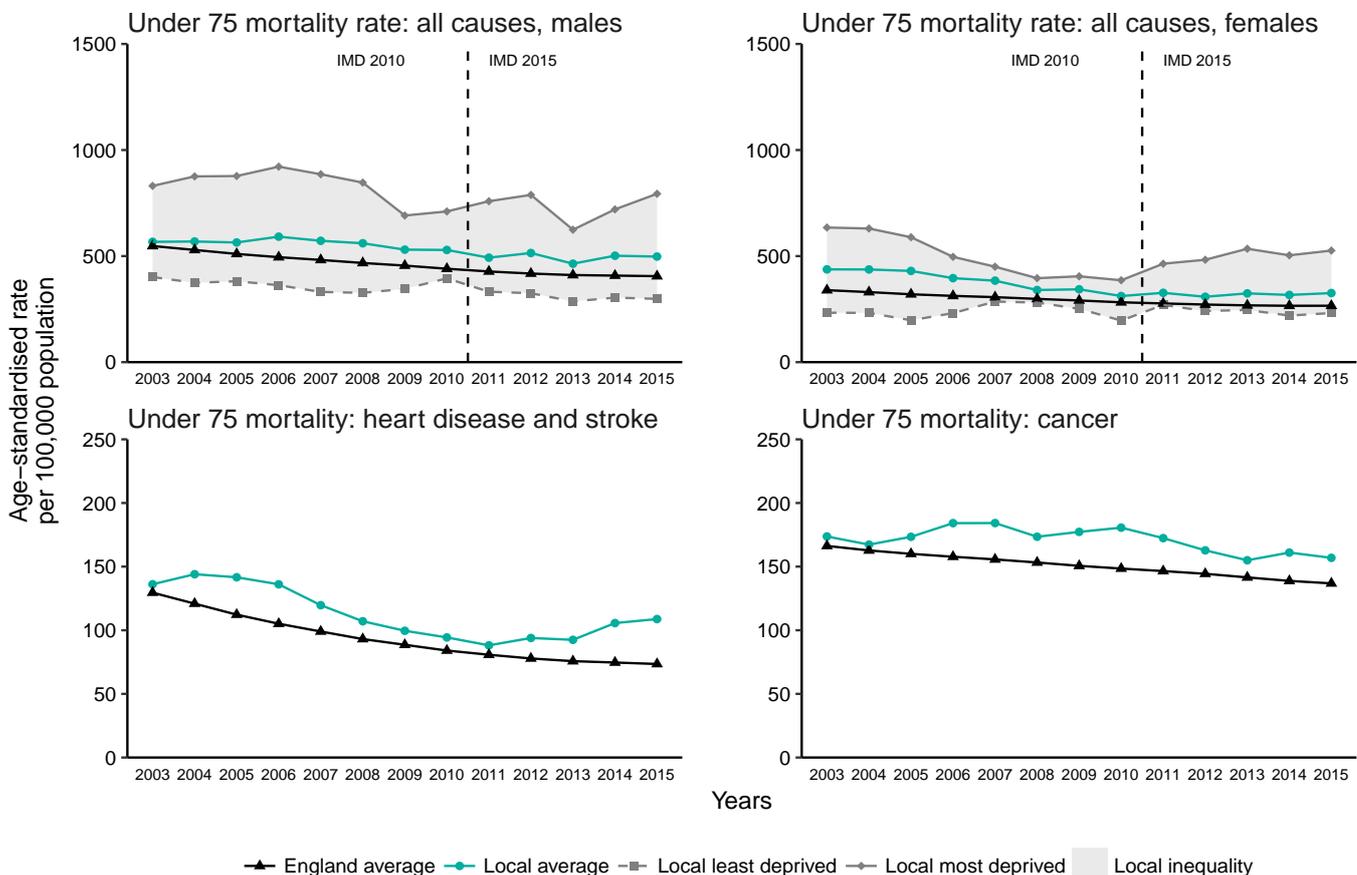
Health inequalities: life expectancy

The charts show life expectancy for males and females within this local authority for 2014-16. The local authority is divided into local deciles (tenths) by deprivation (IMD 2015). The life expectancy gap is the difference between the top and bottom of the inequality slope. This represents the range in years of life expectancy from most to least deprived within this area. If there was no inequality in life expectancy the line would be horizontal.



Trends over time: under 75 mortality

These charts provide a comparison of the trends in death rates in people under 75 between this area and England. For deaths from all causes, they also show the trends in the most deprived and least deprived local quintiles (fifths) of this area.



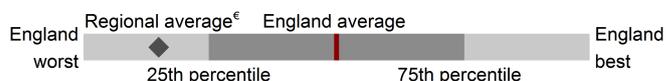
Data from 2010-12 onwards have been revised to use IMD 2015 to define local deprivation quintiles (fifths), all prior time points use IMD 2010. In doing this, areas are grouped into deprivation quintiles using the Index of Multiple Deprivation which most closely aligns with the time period of the data. This provides a more accurate way of examining changes over time by deprivation.

Data points are the midpoints of three year averages of annual rates, for example 2005 represents the period 2004 to 2006. Where data are missing for local least or most deprived, the value could not be calculated as the number of cases is too small.

Health summary for Lincoln

The chart below shows how the health of people in this area compares with the rest of England. This area's value for each indicator is shown as a circle. The England average is shown by the red line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar. A red circle means that this area is significantly worse than England for that indicator. However, a green circle may still indicate an important public health problem.

- Significantly worse than England average
- Not significantly different from England average
- Significantly better than England average
- Not compared



	Indicator names	Period	Local count	Local value	Eng value	Eng worst		Eng best
Life expectancy and causes of death	1 Life expectancy at birth (Male)	2014 – 16	n/a	77.7	79.5	74.2		83.7
	2 Life expectancy at birth (Female)	2014 – 16	n/a	81.8	83.1	79.4		86.8
	3 Under 75 mortality rate: all causes	2014 – 16	874	410.2	333.8	545.7		215.2
	4 Under 75 mortality rate: cardiovascular	2014 – 16	224	108.8	73.5	141.3		42.3
	5 Under 75 mortality rate: cancer	2014 – 16	326	156.9	136.8	195.3		99.1
	6 Suicide rate	2014 – 16	36	13.3	9.9	18.3		4.6
Injuries and ill health	7 Killed and seriously injured on roads	2014 – 16	98	33.7	39.7	110.4		13.5
	8 Hospital stays for self-harm	2016/17	209	200.0	185.3	578.9		50.6
	9 Hip fractures in older people (aged 65+)	2016/17	109	702.7	575.0	854.2		364.7
	10 Cancer diagnosed at early stage	2016	136	45.2	52.6	39.3		61.9
	11 Diabetes diagnoses (aged 17+)	2017	n/a	88.3	77.1	54.3		96.3
	12 Dementia diagnoses (aged 65+)	2017	799	75.6	67.9	45.1		90.8
Behavioural risk factors	13 Alcohol-specific hospital stays (under 18s)	2014/15 – 16/17	8	14.8	34.2	100.0		6.5
	14 Alcohol-related harm hospital stays	2016/17	602	701.8	636.4	1,151.1		388.2
	15 Smoking prevalence in adults (aged 18+)	2017	13,957	17.6	14.9	24.8		4.6
	16 Physically active adults (aged 19+)	2016/17	n/a	66.4	66.0	53.3		78.8
	17 Excess weight in adults (aged 18+)	2016/17	n/a	60.7	61.3	74.9		40.5
Child health	18 Under 18 conceptions	2016	36	26.7	18.8	36.7		3.3
	19 Smoking status at time of delivery	2016/17	132	14.6 ^{^75}	10.7	28.1		2.3
	20 Breastfeeding initiation	2016/17	654	55.8	74.5	37.9		96.7
	21 Infant mortality rate	2014 – 16	6	1.6	3.9	7.9		0.0
	22 Obese children (aged 10–11)	2016/17	210	22.4	20.0	29.2		8.8
Inequalities	23 Deprivation score (IMD 2015)	2015	n/a	28.9	21.8	42.0		5.0
	24 Smoking prevalence: routine and manual occupations	2017	n/a	25.5	25.7	48.7		5.1
Wider determinants of health	25 Children in low income families (under 16s)	2015	3,540	20.9	16.8	30.5		5.7
	26 GCSEs achieved	2015/16	384	45.8	57.8	44.8		78.7
	27 Employment rate (aged 16–64)	2016/17	44,100	67.7	74.4	59.8		88.5
	28 Statutory homelessness	2016/17	8	0.2	0.8			
	29 Violent crime (violence offences)	2016/17	1,825	18.8	20.0	42.2		5.7
Health protection	30 Excess winter deaths	Aug 2013 – Jul 2016	188	23.5	17.9	30.3		6.3
	31 New sexually transmitted infections	2017	518	769.8	793.8	3,215.3		266.6
	32 New cases of tuberculosis	2014 – 16	12	4.1	10.9	69.0		0.0

For full details on each indicator, see the definitions tab of the Health Profiles online tool: www.healthprofiles.info

Indicator value types

1, 2 Life expectancy - Years 3, 4, 5 Directly age-standardised rate per 100,000 population aged under 75 6 Directly age-standardised rate per 100,000 population aged 10 and over 7 Crude rate per 100,000 population 8 Directly age-standardised rate per 100,000 population 9 Directly age-standardised rate per 100,000 population aged 65 and over 10 Proportion - % of cancers diagnosed at stage 1 or 2 11 Proportion - % recorded diagnosis of diabetes as a proportion of the estimated number with diabetes 12 Proportion - % recorded diagnosis of dementia as a proportion of the estimated number with dementia 13 Crude rate per 100,000 population aged under 18 14 Directly age-standardised rate per 100,000 population 15, 16, 17 Proportion - % 18 Crude rate per 1,000 females aged 15 to 17 19, 20 Proportion - % 21 Crude rate per 1,000 live births 22 Proportion - % 23 Index of Multiple Deprivation (IMD) 2015 score 24, 25 Proportion - % 26 Proportion - % 5 A*-C including English & Maths 27 Proportion - % 28 Crude rate per 1,000 households 29 Crude rate per 1,000 population 30 Ratio of excess winter deaths to average of non-winter deaths (%) 31 Crude rate per 100,000 population aged 15 to 64 (excluding Chlamydia) 32 Crude rate per 100,000 population

€"Regional" refers to the former government regions.

^{^75} There is a data quality issue with this value

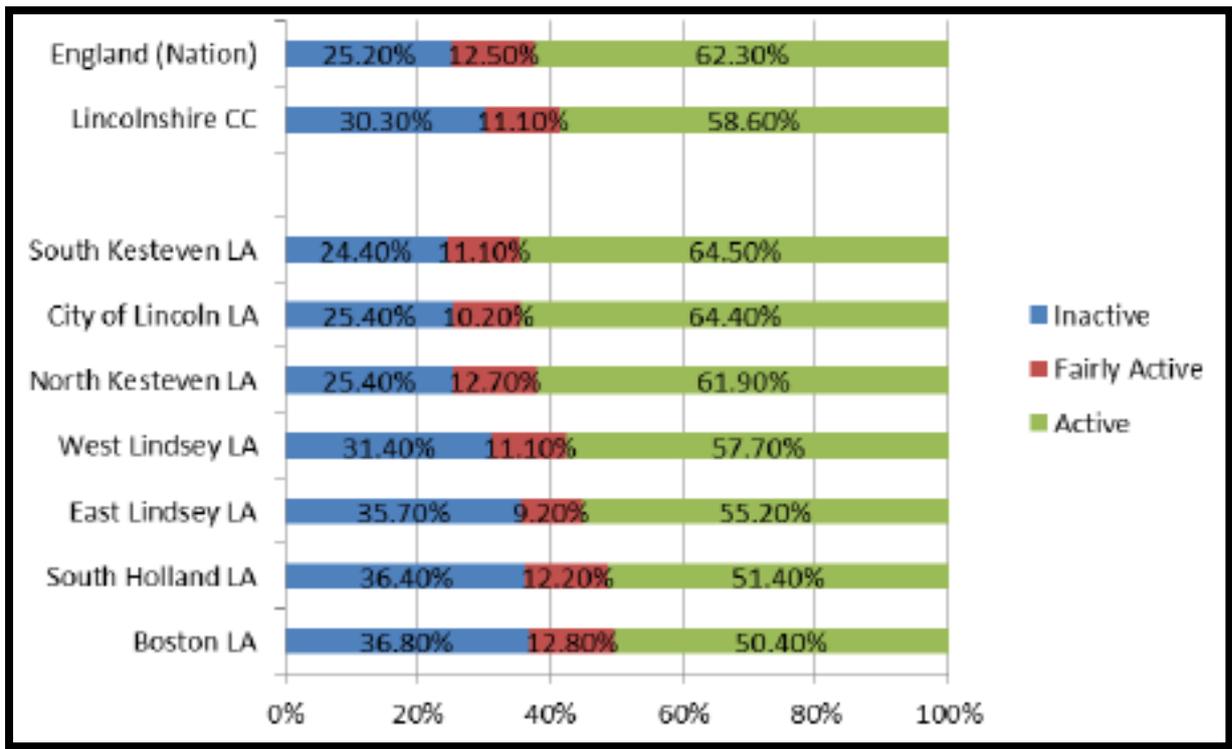
If 25% or more of areas have no data then the England range is not displayed.

Please send any enquiries to healthprofiles@phe.gov.uk

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Appendix C

Active Lives Survey: Lincolnshire and Districts (May 2017/18)



The activity measure is based on the number of moderate intensity equivalent minutes whereby each 'moderate' minute of activity counts as one minute and each 'vigorous' minute of activity counts as two moderate minutes.

Moderate activity is defined as activity where you raise your breathing rate, and vigorous activity is where you're out of breath or are sweating.

Depending on the number of minutes of moderate intensity equivalent (MIE) physical activity, people are described as being:

- Inactive – doing fewer than 30 minutes a week
- Fairly active - doing 30-149 minutes a week
- Active – doing at least 150 minutes a week.

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SUBJECT: QUALITY HOUSING PROGRESS REPORT

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: DAREN TURNER, DIRECTOR OF HOUSING

1. Purpose of Report

- 1.1 To provide Performance Scrutiny Committee with an update on progress towards the Quality Housing strategic priority contained in Vision 2020.

2. Background

- 2.1 Vision 2020 was published in January 2017, and contains four strategic priorities (Quality Housing; Economic Growth; Reduce Inequality; and Remarkable Place), along with an important strand of work focusing on High Performing Services.
- 2.2 As part of the arrangements for managing and monitoring progress of Vision 2020, the council established four Vision Groups along with a High Performing Services Board, each with a Corporate Management Team lead. Each Vision Group reports once annually to Performance Scrutiny Committee on progress.
- 2.3 The Quality Housing Vision Group is leading on delivering the following council aspirations under this priority:
- Let's provide housing which meets the varied needs of our residents
 - Let's work together to help the homeless in Lincoln
 - Let's improve housing conditions for all
 - Let's build thriving communities
- 2.4 In addition to all the 'day to day' services the council offers which is central to the delivery of these aspirations, a programme of projects and initiatives has been developed for Phase Two of Vision 2020, to ensure the delivery of this strategic priority.

3. Position Statement (Appendix A)

- 3.1 The Position Statement is attached to this report as Appendix A. It captures the 'day to day' work by the council that is integral to delivering this strategic priority. This was captured to ensure we understand the resource committed across the council, and to recognise how all staff across the authority have a role in delivering Vision 2020.

4. Project Monitoring Table (Appendix B)

- 4.1 The Project Monitoring Table provides an overview of the Phase Two projects for this strategic priority, and is attached to this report as Appendix B.
- 4.2 There are 10 live projects in the Phase Two work programme for Quality Housing.

4.3 In addition, since the last meeting, one Vision 2020 project been completed. This is;

Establish a Supported Housing Forum in co-operation with all supported housing providers (non-elderly) and Lincolnshire County Council. The Forum has now been established and six meetings have taken place, where discussions and information sharing has taken place between the agencies in attendance. The Forum continues to meet to discuss current and emerging housing issues and will continue to liaise with LCC regarding the new contract arrangements for Supported Housing in 2019/20.

4.4 Of the 10 live projects, eight are flagged as Green (meaning they are meeting their milestones); and no projects have been flagged as Red (meaning none are substantially off track). In addition to the completed project above, some notable progress has been made in the delivery of this strategic priority:

- Over the last 12 months, the council completed the delivery of 172 new council homes, bringing total completions since the start of Vision 2020 to 186. Through partnership working with registered housing providers an additional 79 affordable houses were completed since April 2018, bringing the total since the start of Vision 2020 to 95. In total 281 homes have been completed, by the City of Lincoln Council and Registered Housing Providers, of the 400 new homes identified by the end of the Vision 2020 period. During 2018/19 planning permission has been approved for an additional 203 affordable homes in Lincoln.
- A robust seven week consultation exercise has been completed with supported housing tenants on proposals for a more modern and resilient service. Feedback from tenants has been analysed and built into a draft business case which is being consulted on with staff. Dependent on consultation results and approval by Executive, its recommendations will be implemented by April 2019.
- Linked to this review, the council has agreed to invest £200,000 in improving the technology across the supported housing schemes. This will underpin the business case to deliver a more modern, resilient and tenant focused supported housing service.
- The Empty Homes Officer has focused efforts in Sincil Bank to align with the Sincil Bank Regeneration Scheme. Following engagement with owners of empty properties in the area, three expressed an interest in selling the properties. These are now being considered by the Housing Strategy and Delivery Team, who will consider the best options to get these empty properties back onto the housing market.
- An Empty Property Working Group has been set up to consider powers to levy additional charges on homes empty for two or more years. Once the legislation has passed, opportunities to best utilise these powers will be pursued.
- Significant amounts of work have taken place to improve energy efficiency and tackle fuel poverty. Since 2018, the number of E rated SAP properties has reduced from 168 to 134. Since the start of Vision 2020 the number of E rated

council properties have reduced by 920. In addition 186 new council properties have been built to a B rating standard to prevent fuel poverty and improve the city's housing stock.

4.5 There are two projects flagged as Amber:

- The De Wint Court project is identified as Amber whilst Executive considers and agrees the revised cost position of the project. An initial report went to Executive in December 2018, with a follow up report expected for the 25th of February 2019 prior to going out to tender to deliver the scheme. Planning permission was approved in December 2018.
- Delivery of the Spa Road Development site. The application to the Homes England Housing Infrastructure Fund for £2.8m was successful to enable 312 houses to be built. UK housing builder Countryside have purchased the site and planning permission has been approved, however the development has been delayed as Homes England and consultants CBRE are assessing recent decontamination reports and in the process of reviewing the agreed funding to ensure the development is viable.

5. Performance indicators

5.1 A set of performance indicators has been developed for the Quality Housing strategic priority, and have been attached as Appendix C.

6. Recommendations

6.1 Performance Scrutiny Committee considers the progress report of the Reduce Inequality Vision Group.

7. Strategic Priorities

7.1 Let's deliver quality housing

This report captures the progress of the Quality Housing Vision Group, whose remit is to ensure the delivery of this strategic priority.

8. Organisational Impacts

8.1 Finance (including whole life costs where applicable)

There are no direct financial implications arising as a result of this report.

8.2 Legal Implications including Procurement Rules

There are no direct legal implications arising as a result of this report.

8.3 Equality and diversity

There are no E&D implications arising from this report

9. Recommendation

9.1 To consider the progress of the vision group and this strategic priority

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? Two

List of Background Papers: None

Lead Officer: Daren Turner, Strategic Director –
Housing and Investment

Telephone (01522) 873349

Appendix A - Position Statement

The Quality Housing Vision Group has worked hard over the last twelve months delivering Vision 2020 projects. However, it is equally as important to reflect the hard work undertaken by officers across the organisation in delivering services that support the housing strategic priority. This position statement pulls out some of the key tasks undertaken, day-in and day-out, in ensuring the delivery and provision of quality housing in Lincoln.

- ✓ Maintaining in the region of 7,800 council properties
- ✓ Working with our partners to increase the number of affordable homes in Lincoln. In 2017/18, 194 homes were delivered in the city, of which 11% (21) were affordable
- ✓ Granting developers planning permission to develop affordable homes and encouraging affordable housing delivery through the planning process. In 2017/18, there was planning permission in place for 327 affordable homes, and up to December 2018 an additional 278 affordable homes have been granted planning permission.
- ✓ Proactive management of the affordable housing waiting list, which contains 1663 households as at November 2018.
- ✓ Providing daily support to people at risk of homelessness in response to the 368 homeless applications received as of November 2018. Between April and November 2018, the council prevented 84 homelessness cases.
- ✓ Proactive management of our housing stock to keep average re-let time for combined general needs and sheltered accommodation down to 23.3 days.
- ✓ Collecting rent across our housing stock, with 98.2% of rent collected.
- ✓ Providing budgeting support and welfare advice to our tenants to keep tenant rent arrears as low as possible (2.95% of annual rent debit at the end of Q2 2018/19).
- ✓ Delivering an effective repairs service to tenants with 99.4% of repairs delivered on time in November 2018.
- ✓ Redistributing abandoned furniture to people who need it through our partners Acts Trust.
- ✓ Retaining good quality flooring in council houses to reduce costs to new tenants
- ✓ Providing Lincare remote monitoring: a low-cost rental service to support vulnerable or disabled people living at home

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Appendix B – Monitoring Table

Project name	Start date	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date	Vision 2020 Aspiration
Bring empty properties back into use (Empty Homes Strategy)	2017/18	Sara Boothright/Andrew Mc Neil	<p>Dec 2018 Assessment of all two year or longer empty homes in Sincil Bank to draw up action plans and contact owners.</p> <p>Jan 2019 Agree planned procedure for purchasing empty homes.</p> <p>March 2019 Executive approval to purchase empty homes.</p> <p>April 2019 – March 2020 Purchase Empty Homes</p>	<p>Empty Homes Strategy adopted in 17/18.</p> <p>Assessment of all properties empty for 2 years or more has been completed and action plans in place.</p> <p>The Housing Strategy and Delivery team are preparing a report to request approval to use Right to Buy receipts to purchase empty properties where the owner is willing to sell. Due to report to Exec in March 2019.</p>	Green	Review of available budgets currently underway	Let's provide housing that meets the varied needs of our residents

Appendix B – Monitoring Table

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<p>Deliver De Wint Court plans</p>	<p>2017/18</p>	<p>Andrew McNeil</p>	<p>July 2018 De Wint Court Plan to SRG</p> <p>Aug 2018 Consultation with staff and residents</p> <p>Sept 2018 Planning Permission submitted</p> <p>April 2019 Start on site</p> <p>Milestone to be updated following final exec approval in Feb 2019.</p>	<p>1st August layout plans discussed with Ward Cllrs</p> <p>22nd August planned consultation with residents on how concerns will be mitigated.</p> <p>Business Case currently underway, awaiting confirmation of financials.</p> <p>Project brief to be completed by November</p> <p>6/9/18 update - SJB to arrange a meeting to discuss the opportunities around RTB funding empty homes.</p> <p>15/10/2018 Revised cost plan reported to CMT</p> <p>De Wint board have reviewed the cost plan and identified opportunities to reduce costs. Exec approved the cost plan on 17/12/2018 and new budget to prepare tender subject to a second report on the 25/2/2019.</p>	<p>Amber</p>	<p>£3.2 m secured form Homes Engalnd. Overall cost @12m</p>	<p>Let's provide housing that meets the varied needs of our residents</p>
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Appendix B – Monitoring Table

<p>Improve energy efficiency to tackle fuel poverty (delivery element of the Housing Strategy 2017-2022)</p>	<p>2017/18</p>	<p>Kev Bowring (council housing) Sara Boothright (private sector housing)</p>	<p>Sept 18: Complete SAP data cleanse to establish number of E rated SAP council properties.</p> <p>Oct 18: assess potential impact of housing green paper.</p> <p>Apr 18 – Mar 19: Deliver private housing central heating scheme.</p> <p>Apr 18 - Mar 19: Deliver council house investment programme.</p> <p>Apr 19 – Mar 20: Deliver 19/20 housing investment programme.</p>	<p>There are two parts to this project. The council housing work delivered by Kev Bowring, and the private sector work delivered by Sara Boothright.</p> <p>In April 2018 the low income high cost figure for Lincoln was 2352 households which is a reduction of 7.1% since 2017.</p> <p>E and F rated SAP properties have reduced to 137 (from 1089 in April 2016). The ongoing boiler installation programme will continue to reduce the number of E/F rated properties.</p> <p>Briefing note prepared on the housing green paper consultation regarding SAP rating for rental properties.</p> <p>The average SAP for all council properties is currently 68. This is slowly improving as boilers are being replaced with more efficient models.</p> <p>The new build properties are</p>	<p>Green</p>	<p>Identified heating installation work will be funded within the 2018/19 Central Heating budget £642,060</p>	<p>Let's improve housing conditions for all.</p>
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Appendix B – Monitoring Table

				rated B (83/84) The increase in SAP of new builds will contribute towards the average SAP target.			
Deliver and facilitate at least 400 new homes by 2020	2017/18	Kate Ellis	<p>2021: CoLC to build 220 new homes by 2021</p> <p>2021: Lincoln Quality Homes to build 50 homes by 2021</p> <p>2021: CoLC to work with Registered Providers to build 150 new homes by 2021</p> <p>January 2019: Completion of draft new build strategy.</p> <p>Mar 2019: New Homes Strategy Exec report</p> <p>New Milestones to be adding following Executive approval of the New Homes Strategy and Action Plan</p>	<p>138 new build homes completed and allocated to new tenants by December 2018.</p> <ul style="list-style-type: none"> • Blankney Crescent (12 units) • Allenby Close (45 units) • Lytton Street (7 units) • Ingleby Crescent (74 units) <p>The City Council has enabled the delivery of an additional 71 units through Registered Providers on the above sites.</p>	Green	<p>£31.6 million</p> <p>£20.1m committed</p> <p>£7m borrowing headroom</p> <p>£10 million available in HRA</p>	Let's provide housing that meets the varied needs of our residents.

Appendix B – Monitoring Table

				<p>New build homes underway and due to complete by March 2019</p> <p>Westwick Drive (46 units CoLC/14 units retained by Waterloo) completion moved to Feb as a result of issue with agreement with highways – increased costs of £130k – of which COLCs proportion increased to £51k. Buy back of 46 units agreed December 2018.</p>		
				<p>Sites identified for development in 19/20</p> <p>Markham House (4 units)</p> <p>Trewlawney Crescent – purchase complete Dec 2019 (TBC)</p> <p>Searby Road (39 units)</p> <p>Rookery Lane (39 units)</p>		
				<p>New homes strategy commenced due to report to Policy Scrutiny Cttee on the 12th of Feb and Exec on the 25th of Feb.</p>		

Appendix B – Monitoring Table

				CoLC continuing ongoing work with housing developers and registered housing providers to enable more homes to be built in Lincoln.			
Delivery of Queen Elizabeth Road development	2017/18	Kate Ellis	<p>Jun 2017: Agree draft sale Sep 2017: Public consultation Nov 2017: Full planning application to committee Jan 2018: Bid for Homes England (HE) infrastructure funding Dec 2019: Planning decision Dec 2018: Purchase of second piece of land.</p> <p>New Milestones to be adding following Executive approval of the New Homes Strategy and Action Plan</p>	<p>Planning permission approved with Section 106 agreement in place for 325 homes.</p> <p>HE bid submitted and agreed.</p> <p>Purchase of Fort Farming land completed by 20 Dec 2018.</p>	Green	£33 million build	Let's provide housing that meets the varied needs of our residents.
Delivery of Spa Road Development	2017/18	Helen Ritchie	<p>Milestones to be added once state aid implications are clarified.</p> <p>Jan 2019: CoLC/Countryside/Homes England to meet to discuss next steps for Remediation Strategy.</p> <p>New Milestones to be adding following agreement on remediation strategy.</p>	<p>Application to Homes England Housing Infrastructure Fund for £2.8m was successful, will provide the gap funding required to address the abnormal on site and enable 312 houses to be built.</p> <p>Countryside have purchased the site and working with Western Power to timetable the removal of the former power station and relocate substation.</p>	Amber	Awaiting confirmation of £2.8m grant from Homes England	Let's provide housing that meets the varied needs of our residents.

Appendix B – Monitoring Table

				<p>Still awaiting Countryside Geologist revised contamination costs.</p> <p>Consulting with Homes England to review what costs are included in the bid.</p> <p>Potential state aid issue still to be determined</p>			
5 year Housing Land Supply sites annual review	2018/19	Toby Forbes Turner	<p>June 2018 Central Lincs monitoring group to agree timetable.</p> <p>August 2018: Complete Annual review</p>	We currently have 5 years' worth of housing land supply in accordance with the NPPF.	Green	£35k grant available for automation of process.	Let's provide housing that meets the varied needs of our residents.
Establish Supported Housing Forum and co-ordinate liaison with Lincolnshire County Council	2017/18	Yvonne Fox	<p>2019 LCC procurement for supported housing contracts</p> <p>COMPLETE – continue to report and monitor progress</p>	<p>Forum established and 4/5 meetings have taken place. LCC attend meetings and will be looking to extend contracts late 2019.</p> <p>LEAP to arrange meetings with supported housing providers.</p>	Blue	No additional cost, managed within current service	Let's work together to help the homeless in Lincoln.
Complete the Supported Housing review and implementation (undergoing restructure)	2018/19	Daren Turner	<p>Early Feb 2019: Labour Group</p> <p>Oct – Nov 2018: Staff consultation</p> <p>17 Jan 2019: Labour Group</p> <p>12 Feb 2019: Policy Scrutiny</p>	Consultation with service users has taken place. Leadership meeting took place on 03 Dec 2018, where it was agreed to report the consultation results to Labour Group on 17 January 2019, prior to progressing onto the management	Green	No additional cost, managed within current service	Let's provide housing that meets the varied

Appendix B – Monitoring Table

			<p>Committee</p> <p>25 Feb 2019: Executive</p> <p>01 April 2019: Implementation of new way of working</p>	of change stage.			needs of our residents.
<p>Ensure compliance with the Homeless Reduction Act Outcome – increase homeless preventions to 50% of homeless presentations</p>	2018/19	Paula Burton	<p>Oct 18 Prepare for Duty to refer</p> <p>April – Mar 2019 Continue to review policy and procedures as part of service development.</p>	<p>CoLC are fully compliant with the Homelessness Reduction Act, preparation and action plan complete.</p> <p>Successful preventions against the total number of applications received since April 2018 58.4% (as of Jan 2018).</p>	Green	No additional cost, managed within current service	Let's work together to help the homeless in Lincoln

Appendix B – Monitoring Table

<p>Deliver Health and Housing Assistance Policy</p>	<p>2018/19</p>	<p>Sara Boothright</p>	<p>July 2018 Prepare new emergency housing assistance policy</p> <p>Key actions:</p> <p>Determine procedures and protocols for all schemes within the policy</p> <p>Commence marketing of the wider projects</p> <p>March 2019 spend full allowance in 2018/19</p>	<p>Health and housing assistance policy in place and approved by Executive</p> <p>Central heating scheme complete and 32 new boilers installed.</p> <p>The Health and Housing Assistance policy was adopted on the 27 March 2018.</p> <p>The following grants have been agreed from the 27/03/18 to 10/1/19</p> <p>Disabled Facilities Grant – 68</p> <p>Moving on assistance – 1</p> <p>Hospital Discharge – 2</p> <p>Gas Central Heating scheme - 20</p>	<p>Green</p>	<p>£200k secured from the health and wellbeing board to provide low income households free central heating.</p> <p>£1 080 866 Disabled Facilities Grant budget</p>	<p>Let's improve housing conditions for all.</p>
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Appendix C - Indicators

Owner	Projects	Indicators	2016/17	2017/18	2018/19	Comments
Andrew McNeil	Deliver and facilitate at least 400 new homes by 2020	Number of homes built as part of the COLC new build programme	20	12	172	
Andrew McNeil	Set up the Lincoln Quality Homes' Housing company	Number of Houses built by the housing company	0	0	0	Data to be added once the company has been set up
Toby Forbes Turner	Deliver housing development of brownfield sites	No of sites on the brownfield site register.	0	14	14	Planning permission approved for 5 sites
Tracey Footsoy	Deliver new modern supported housing for older people with all levels of support needs	No of extra care units	0	0	0	Planning permission approved for 70 extra care units
Sara Boothright	Improve the quality of homes available in the private rented sector	No of rogue landlord inspections completed	893 over 15/17 and 16/17	320 to date	682 to date	On target
		No of enforcement actions	14	5	16 to date	
		No of properties in receipt of emergency Winter Housing grant	10	6	2 to date	
Sara Boothright	Trusted Landlord	No of rented properties covered by the scheme		146 to date	353 to date	

Owner	Projects	Indicators	2016/17	2017/18	2018/19	Comments
Sara Boothright	Bring empty properties into use (links to Empty Homes Strategy)	No of empty homes - No of properties brought back into use	13	16 to date	34 as of January 2018	Overall the number of empty homes has increased from 419 to 430 during 2018
Andrew McNeil	Work with the private sector to deliver more housing	No of planning permissions granted No of housing starts on site No of housing completions	389 112 188	969 389 191		Annual completions figure for 18/19 will be available in Oct 2019
Paula Burton	Ensure compliance with the Homeless Reduction Act Outcome – increase homeless preventions to 50% of homeless presentations	Successful preventions against the total number of applications received since April 2018		New monitoring process introduced in April 2018	58.4 as of Jan 2018	On target

Owner	Projects	Indicators	2016/17	2017/18	2018/19	Comments
Yvonne Fox	Scope out homelessness prevention and a private sector housing partnership	No of households living in temporary accommodation	246	181		
		Average length of stay in temp accommodation.	11.23 weeks	9.85 weeks	7.66 weeks	
		Average stay in B&B accommodation	2.97 weeks	3.55 wks	2.87 wks	Data is now split between 'family' cases and 'other cases'
		No of housing advice cases resulting in preventing homelessness	251	122	Total Preventions: 107 Total Relieved: 72 Total currently under prevention (as at 31/12/18): 68 Total currently under relief (as at 31/12/18): 66	Total no of preventions excluding DHPs)

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PERFORMANCE SCRUTINY COMMITTEE

24 JANUARY 2019

SUBJECT: PERFORMANCE REPORT – HOUSING REPAIRS SERVICE

DIRECTORATE: HOUSING AND INVESTMENT

**LEAD OFFICER: MATT HILLMAN – MAINTENANCE MANAGER
GARETH GRIFFITHS - HOUSING QUALITY & PERFORMANCE
TEAM LEADER**

1. Purpose of Report

- 1.1 To update Committee on the financial position of the Housing Repairs Service (HRS) at the end of the 2017/18 financial year.

2. Executive Summary

- 2.1 HRS have had a year of success during 2017/18 with the service maintaining their performance from previous years.
- 2.2 HRS made a surplus of £253,209 for the year.

3. Financial Position for 2017/18

- 3.1 For 2017/18 the Council's HRS net revenue budget was set at zero, reflecting its full cost recovery nature.
- 3.2 This surplus is the result of a number of year-end variations in income and expenditure against the approved budget. The key variances are summarised below:
- Sub-contractors: - The reduced reliance on sub-contractors to complete repairs.
 - Employees: - reduction in costs of administration at Hamilton House, as well as vacancy savings on multiple posts during the year.
- 3.3 The surplus of £253,209 was repatriated to the Housing Revenue Account (HRA), which is the major service user.
- 3.4 The HRS summary outturn for 2017/18:

	Revised Budget £'000	Actual £'000	Variance £'000
Employees	2,474,760	2,382,307	(92,453)
Premises	39,380	40,409	1,029
Transport	451,710	421,982	(29,728)
Materials	1,302,850	1,302,524	(326)

Sub-Contractors	2,184,830	1,821,041	(363,789)
Supplies & Services	114,490	119,620	5,130
Central Support Costs	712,670	627,813	(84,857)
Capital Charges			
Total Expenditure	7,280,690	6,715,696	(564,994)
Income	(7,280,690)	(6,968,905)	311,785
(Surplus)/Deficit	0	(253,209)	(253,209)

3.5 The table below provides a summary of the outturn position:

	£	Reason for Variance
Reduced Income		
Sub-Contractors	311,785	Lower than budgeted sub-contractor work.
Reduced Spending		
Employees	(94,250)	Three Vacant Posts held for most of the year
Sub-Contractors	(358,980)	Reduced reliance on Sub contractors
Central Support Charges (General Fund)	(18,060)	Reduced central support charges from the General Fund.
Employees	(66,800)	Reduced costs of Administration at Hamilton House.
Fleet Costs	(30)	Savings on Fleet Costs most notably fuel.

4. How HRS Performed in 2017/18

4.1 Six of the key performance areas that are monitored throughout the year are:

- the level of tenant satisfaction with repairs that have been carried out
- the percentage of all reactive repairs completed within timescale
- the percentage of emergency repairs completed within timescale
- the percentage of appointments that were kept
- the percentage of repairs completed first time
- the average end-to-end time for all reactive repairs

4.2 The performance data for financial year 2017/18 is below:

Tenant satisfaction with repairs that have been carried out

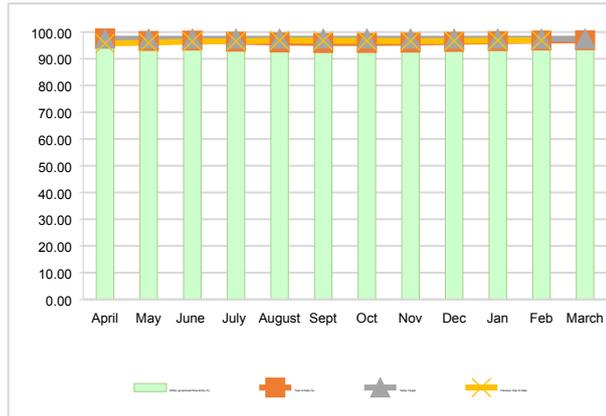
Annual Target: 95%		
Month	Tenant Satisfaction (%)	Year to Date (%)
April	96.49%	96.49%
May	89.83%	93.10%
June	96.92%	94.48%
July	95.00%	94.61%
Aug	97.22%	95.21%
Sept	97.06%	95.54%
Oct	98.36%	95.93%
Nov	98.33%	96.22%
Dec	98.33%	96.44%
Jan	98.33%	96.62%
Feb	92.31%	96.22%
March	%	96.22%



Tenant satisfaction with repairs finished the year exceeding performance.

Percentage of all reactive repairs completed within timescale

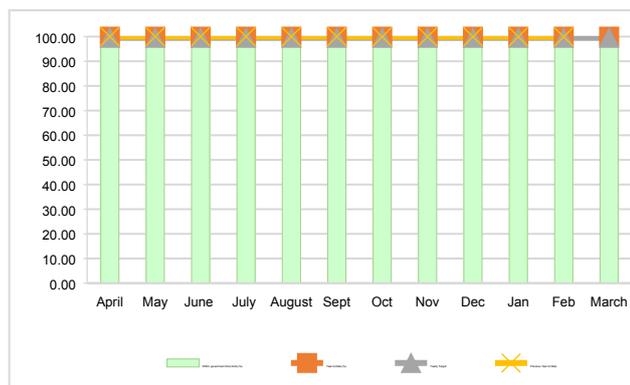
Annual Target: 97.50%			
Month	No. of repairs	Monthly Performance	Year to Date
April	1,388	97.62%	97.62%
May	1,731	95.90%	96.67%
June	1,814	97.02%	96.80%
July	1,978	95.40%	96.40%
Aug	1,795	94.99%	96.11%
Sept	1,902	94.85%	95.88%
Oct	1,915	96.08%	95.91%
Nov	2,244	96.70%	96.03%
Dec	1,696	98.82%	96.32%
Jan	2,255	98.63%	96.59%
Feb	1,806	99.28%	96.83%
March	1,886	98.14%	96.94%



Throughout the year of 2017/18 the percentage of repairs completed within timescale remained above the target of 95% and ended the year at 97%.

Percentage of emergency repairs completed within timescale

Annual Target: 99.5%			
Month	No. of repairs	Monthly Performance	Year to Date
April	206	100.00%	100.00%
May	239	100.00%	100.00%
June	248	100.00%	100.00%
July	279	100.00%	100.00%
Aug	209	100.00%	100.00%
Sept	241	100.00%	100.00%
Oct	156	100.00%	100.00%
Nov	299	100.00%	100.00%
Dec	316	100.00%	100.00%
Jan	348	100.00%	100.00%
Feb	395	100.00%	100.00%
March	404	100.00%	100.00%



All emergency repairs within the year were carried out within 24 hours of them being reported for the second consecutive financial year.

Percentage of appointments that were kept

Annual Target: 95%			
Month	Appts Made	Overall (%)	Year to Date (%)
April	1,673	97.07%	97.07%
May	1,936	96.07%	96.54%
June	1,906	96.48%	96.52%
July	1,972	96.55%	96.53%
Aug	1,798	95.33%	96.30%
Sept	1,759	96.02%	96.25%
Oct	2,143	94.21%	95.92%
Nov	2,093	94.84%	95.77%
Dec	1,560	95.13%	95.71%
Jan	2,376	95.83%	95.73%
Feb	2,287	96.85%	95.85%
March	2,267	95.85%	95.85%



The performance target of 95% of repair appointments being kept was above target throughout the year and the final outturn of 95.85% was a slight improvement on the previous year.

Percentage of repairs completed right first time

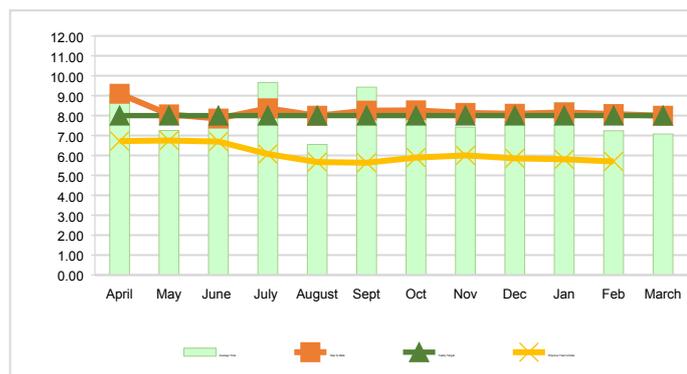
Annual Target: 90%			
Month	No. of repairs	Monthly Performance	Year to Date
April	1,534	86.70%	86.70%
May	1,671	87.25%	86.99%
June	1,781	86.86%	86.94%
July	1,797	88.09%	87.25%
Aug	1,619	89.31%	87.65%
Sept	1,554	89.96%	88.01%
Oct	1,888	89.78%	88.29%
Nov	1,864	91.04%	88.66%
Dec	1,443	91.20%	88.91%
Jan	2,202	93.78%	89.52%
Feb	2,150	93.91%	90.01%
March	2,104	92.06%	90.21%



Performance for first time fixes has improved significantly over the last few years. Our first time fix rate for 2017/18 was 90.21%, compared to only 80.1% in 2015-16, and 86.1% in 2016-17.

Average end-to-end time for all reactive repairs

Annual Target: 8 days		
Month	Monthly Performance	Year to Date
April	9.10	9.10
May	7.25	8.06
June	7.48	7.85
July	9.66	8.37
Aug	6.55	7.99
Sept	9.43	8.25
Oct	8.33	8.26
Nov	7.42	8.13
Dec	7.71	8.09
Jan	8.64	8.16
Feb	7.24	8.08
March	7.08	7.99



The number of days taken to complete a repair has increased in 2017/18, however still finished the year on target at 8 days.

5. The Current Situation

5.1 Performance in the majority of all areas has improved this financial year. The following are the key areas to note:

- Our current fleet has been in situ for just over 2 years and has been operating smoothly as is evidenced with performance levels alongside the new stores system at Hamilton House with Travis Perkins.
- HRS has increased its staff training. Staff undertook extensive fire safety training which will allow them to undertake fire risk assessments in order to be fully compliant and meet building regulations. Training has also been scheduled for advanced asbestos awareness to further improve health and safety measures around competence and compliance.
- The housing repairs service are currently working towards a FENSA accreditation which will result in our workforce having qualified installers and surveyors, benefits of this include the saving of time and money through operatives self-certifying their own work. We are working through the final pieces of evidence and it is anticipated that we will achieve this accreditation by financial year end.
- Another headline is the introduction of the telematics system (vehicle trackers). The system was approved by all relevant committees and unions, and the new driver protocol and telematics policies will be enforced at the start of February 2019.
- HRS continue to move towards commercialisation. A variety of reports are being considered around repairs across non council properties as well as holiday lets within the city.

6. Strategic Priorities

6.1 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 2018/19 financial year.

7. Organisational Impacts

7.1 Finance

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

8. Recommendation

- 8.1 Members are asked to note the progress being made on performance and efficiency by the Housing Repairs Service.

Key Decision 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? No

Does the report contain Appendices? No

List of Background Papers:

Lead Officer: Gareth Griffiths, Housing Quality and Performance
Team Leader
Telephone 873448

SUBJECT:	SECTION 106 CONTRIBUTIONS UPDATE
DIRECTORATE:	COMMUNITIES AND ENVIRONMENT
REPORT AUTHOR:	NICOLA COLLINS, HERITAGE AND PLANNING ENFORCEMENT TEAM LEADER

1. Purpose of Report

- 1.1 To provide to committee the annual update on section 106 agreements and what contributions have been collected and negotiated in the last 12 months to December 2018

2. Executive Summary

- 2.1 Section 106 agreements are routinely drafted, where specific quantifiable need is identified, to require developers to contribute to vital infrastructure in accordance with local plan policies and are usually in the form of a commuted sum, calculated on a pro-rata basis depending on the size of the development.
- 2.2 These contributions are collected by the City Council to enhance current provision or provide new provision of affordable housing (AH), education facilities (ED), health facilities (NHS), local highway improvements (HFI), playing fields (PF) and local green infrastructure (LGI) (including children's play space), where these things are required, but cannot be provided on the site.
- 2.3 A community infrastructure levy is also collected from qualifying development, in addition to section 106, for secondary education provision and the Lincoln eastern bypass

3. Background

- 3.1 A report was brought before this committee in March 2018 outlining the position with section 106 agreement amounts for the year up to December 2017. Members requested clarity on what made up the various pots and this was provided separately a few days after the meeting. I have therefore included the breakdown as requested previously and so the format of this report has been amended slightly to hopefully provide more clarity around the type, amount and development that the contribution is collected from.
- 3.2 The administration of the section 106 process is strictly regulated by the Town and Country Planning Act 1990. The resulting section 106 agreements are retained securely by the City Council and officers ensure that payments are received in accordance with the terms in the agreement. Once the commuted sum is received it is the responsibility of the City Council to utilise the sum in accordance with the terms of the agreement.
- 3.3 In the majority of cases, sums are requested for specific infrastructure because there are three tests that must be satisfied to collect developer contributions; they must be

directly related to the development, fairly and reasonable related in scale and kind and necessary to make the development acceptable in planning terms. This often determines where the contributions are allocated to. Officers do not determine the allocation of these monies. The projects that the contributions go towards have been identified by and/or agreed with portfolio holders in line with relevant Vision 2020 objectives and initiatives. For example, a development on Breedon Drive could have a section 106 agreement outlining sums required for the local primary school, the local medical practice, local highway works (such as junction alterations to the site entrance), Yarborough Leisure Centre for playing field improvements (as the closest playing field facility within the ownership of the City Council) and Nene Road play area improvements (as the closest children's play area within the ownership of the City Council).

- 3.4 The purpose of the commuted sum is to mitigate the impact the new development will have on existing facilities. The allocation of commuted sums is closely monitored on a quarterly basis by the section 106 group. This is a group of officers from the respective directorates who administer the various services the commuted sums are collected for. The group identify what has come in, what has been spent, where it is spent, ensuring that it is spent in the right place (as outlined in the section 106 agreement) and that it is spent before the deadline to return the sum to the developer.
- 3.5 The section 106 group then report to the Remarkable Place Vision Group on a quarterly basis, as the majority of the service areas affected by section 106 contributions are within Simon Walter's directorate, who is the chair of this vision group.
- 3.6 Education and highway contributions go directly to the County Council and health facility contributions go directly to the NHS, so the role of the group in these instances is to ensure the correct administration. Those organisations determine themselves where the commuted sum is required when they respond to the consultation on the planning application, the City Council do not determine where these monies will be allocated, but the County and NHS will need to justify why they are requesting sums and demonstrate an impact on their existing facilities in order to meet the three tests.

4. Main body of report

4.1 The following table illustrates section 106 contributions for the last year up to December 2018:

4.2 Contributions negotiated up to the end of quarter 3 (Dec 2018)

Site	AH	LGI	PF	ED	HFI	NHS	CIL
St Marks 2017/0096/OUT 16 Jan 2018	25% on site	£52,406	£74,712	£0	£240,322 Pedestrian crossing Ropewalk	£0	n/a
Westbrooke Rd phase III 2018/0244/CXN 11 July 2018	7 units on site	£15,023 Boultham Park or Hartsholme CP	£21,417 Birchwood LC	£0	£0	£0	£31,826
Westbrooke Rd phase IV 2018/0458/FUL	6 units on	£13,188 Boultham Park or	£18,802 Birchwood LC	£0	£0	£0	£33,571

17 Aug 2018	site	Hartsholme CP					
Ingleby Cres 2016/1184/FUL 20 Aug 2018	100% on site	£37,218	£61,859 Yarborough LC	£229,322 Carlton Academy or Monks Dyke Primary and Lincoln Castle Academy	£0	£0	n/a
77b South Park 2018/0449/CXN 10 Sept 2018	n/a	£6,114	£10,162	£0	£0	£0	n/a
Queen Elizabeth Rd 2017/1393/RG3 27 Nov 2018	78 units on site	£196,696 Nene Rd play area	£280,419 Yarborough LC	£552,545 4 classrooms at Ermine Primary Academy	£5,000 travel plan monitoring	£188,100 Glebe and Minster medical practices	TBC
Total		£320,645	£467,371	£781,867	£245,322	£188,100	£65,397

4.3 The table illustrates where the developer contributions have been collected for and you will see that some have not been allocated to schemes yet, for example, St Marks, Ingleby and 77b South Park. St Marks is yet to be allocated as it remains outline consent at present and as a result, the amounts are indicative until a reserved matters application is submitted. It is at that stage that officers will negotiate where the amounts will be collected for. There is currently a study being commissioned on outdoor play facilities and this will inform where the most need arises and the intention is to allocate the remaining sums to the nearest location in need to the development site in order to meet the three tests.

4.4 Receipt of commuted sums is dependent on whether the planning permission is actually implemented on site. If the scheme is not developed, the negotiated section 106 will not become liable for payment and so the sums outlined in the table may never be received. There is therefore no guarantee that sums negotiated as part of section 106 agreements during the planning application process will be received. If the planning permission expires then the section 106 falls away.

4.5 The next annual report will be presented to this committee in early 2020

5. Recommendation

5.1 That Members note the contents of the report

Is this a key decision?

Yes/No

Do the exempt information categories apply?

Yes/No

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

Yes/No

How many appendices does the report contain?

None or insert number

List of Background Papers:

None

Lead Officer:

Nicola Collins, Heritage and Planning
Enforcement Team Leader
Telephone (01522) 873871

PEFORMANCE SCRUTINY COMMITTEE

24 JANUARY 2019

SUBJECT: WORK PROGRAMME FOR 2018/19

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

LEAD OFFICER: CLARE STAIT, DEMOCRATIC SERVICES OFFICER

1. Purpose of Report

- 1.1 To present members with the Performance Scrutiny Committee work programme for 2018/19 (Appendix A).

2. Background

- 2.1 The work programme for the Performance Scrutiny Committee is put forward annually for approval by Council. The work programme is then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its chair.
- 2.2 Items have been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information can be reported to the committee.
- 2.3 The work programme includes the list of portfolio holders under scrutiny.

3. Recommendation

- 3.1 That members offer any relevant comments or changes on the proposed work programme.

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: Clare Stait, Democratic Services Officer
Telephone 873239

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24 May 2018 (Monitoring Overview)

Item(s)	Responsible Person(s)	Vision 2020 Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Members	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 – Update	Democratic Services	Regular Report
Monitoring Items		
Financial Performance (Detailed): Outturn 2017/18 Quarter 4	Rob Baxter	Quarterly Report Professional High Performing Services
Performance Monitoring Outturn 2017/18 Quarter 4	Pat Jukes	Quarterly Report-Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2017/18 (Outturn)	Rob Baxter	Six Monthly Report Professional High Performing Services
Strategic Plan Progress Quarter 4 2017-18	Rob Baxter	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report	Rob Baxter	Quarterly Report Professional High Performing Services
Central Lincolnshire Local Plan Annual Report 2017/18 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth
Corporate Performance Targets	Pat Jukes	Report-Professional High Performing Services

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 – Update	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Professional High Performing Services
Portfolio Under Scrutiny Session – Our People and Resources	Portfolio Holder	Annual Session Professional High Performing Services
Monitoring Item(s)		
Thematic Review - Homelessness	Yvonne Fox/Alison Timmins	Review Report Lets Deliver Quality Housing
Christmas Market Outturn Report 2017	Simon Colburn	Annual Report Lets Drive Economic Growth

23 August 2018 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19	Democratic Services	Regular Report
City of Lincoln Council Annual Report 2018	James Wilkinson	Regular Report
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Rob Baxter	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 1	Pat Jukes	Quarterly Report Professional High Performing Services
Quarterly Strategic Risk Register Report-Quarter1	Jaclyn Gibson	Quarterly Report Professional High Performing Services
Revenues and Benefits Shared Service Update	Claire Moses	Annual Report Professional High Performing Services
Income/Arrears Monitoring report	Claire Moses	Annual Report Professional High Performing Services

4 October 2018 (Thematic Reviews)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 – Update	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Lets Drive Economic Growth
Portfolio Under Scrutiny Session – Economic Growth	Portfolio Holder	Annual Session Lets Drive Economic Growth
Economic Growth Vision 2020 Progress Report	Kate Ellis	Regular Report Lets Drive Economic Growth
Monitoring Items		
Other Item(s)		
Christmas Market Stalls/Budget – Brief pre event report	Simon Colburn	Requested Lets Drive Economic Growth

22 November 2018 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 – Update	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Lets Reduce Inequality
Portfolio Under Scrutiny Session – Reducing Inequality	Portfolio Holder	Annual Session Lets Reduce Inequality
Reduce Inequality Vision 2020 Progress Report	Angela Andrews	Regular Report Lets Reduce Inequality
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Rob Baxter	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Pat Jukes	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 2	Jaclyn Gibson	Quarterly Report Professional High Performing Services Services
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services
Treasury Management and Prudential Code Update Report – Half Yearly Report	Rob Baxter	Half Yearly Report Professional High Performing Services
Other Items:		
Budget Theme Group – Nominees-	Rob Baxter	Annual Appointment Professional High Performing Services

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 - Update	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Lets Deliver Quality Housing
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
Quality Housing Vision 2020 Progress Report	Kate Bell	Lets Deliver Quality Housing
Monitoring Item(s)		
Christmas Market Outturn 2018- Update	Simon Colburn	Pre Annual Report Lets Drive Economic Growth
Performance Report-HRS	Paula Burton	Annual Report Lets Deliver Quality Housing
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth

21 February 2019 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2018-19 - Update	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Lets Enhance Our Remarkable Place
Portfolio Under Scrutiny Session – Remarkable Place	Portfolio Holder	Annual Session Lets Enhance Our Remarkable Place
Remarkable Place Vision 2020 Progress Report	Simon Walters	Regular Report Lets Enhance Our Remarkable Place
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Rob Baxter	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Pat Jukes	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 3	Jaclyn Gibson	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Rob Baxter	Annual Report Professional High Performing Services
Neighbourhood Working – Sincil Bank Project Update	Paul Carrick	Reducing Inequality

28 March 2019

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2019/20	Democratic Services	Regular Report
Portfolio Performance Overview	Pat Jukes	Regular Report Vision 2020 (Mixed)
Portfolio Under Scrutiny Session – Customer Experience and Review	Portfolio Holder	Annual Session Vision 2020 (Mixed)
High Performing Services Vision 2020 Progress Report	Angela Andrews	Annual Progress Report Professional High Performing Services
Other item(s)		
Christmas Market 2018 Outturn Report	Simon Colburn	Annual Report Lets Drive Economic Growth
Introduction of a new Homelessness Act	Alison Timmins	Annual Progress Report Quality Housing

Portfolio Under Scrutiny Sessions

Date	Portfolio
12 July 2018	Our People and Resources
4 October 2018	Economic Growth
22 November 2018	Reducing Inequality
25 January 2019	Housing
24 February 2019	Remarkable Place
28 March 2019	Customer Experience and Review

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