

## HOUSING SCRUTINY SUB-COMMITTEE

**Tuesday, 19 March 2019**

**6.00 pm**

**Committee Room 3, City Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Bob Bushell, Loraine Woolley, Alan Briggs and Edmund Strengiel
Lincoln Tenants Panel member(s):	Debbie Rousseau (Chair of LTP), Sheila Watkinson, Michael Barber (Vice-Chair of LTP) and Christine Lamming
Officers attending:	Democratic Services, Chris Morton, Daren Turner, Yvonne Fox and Matthew Hillman

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### AGENDA

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<b>SECTION A</b>	<b>Page(s)</b>
1. Confirmation of Minutes - 28 January 2019	<b>3 - 6</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. LTP Matters	<b>Verbal Report</b>
4. LTP Annual Report	<b>To Follow</b>
5. Tenant Involvement Strategy 2018 - 2021	<b>To Follow</b>
6. Repairs	<b>Verbal Report</b>
7. Quarter 3 (2018/19) - Performance Report	<b>7 - 12</b>
8. Work Programme Update	<b>13 - 16</b>

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

**Apologies for Absence:** Debbie Rousseau, Barber and Christine Lamming

**Also in Attendance:** Sheila Watkinson

**24. Confirmation of Minutes - 5 November 2018**

RESOLVED that the minutes of the meeting held on 5 November 2018 be confirmed.

**25. Matters Arising**

The Chair requested that LTP representatives send a substitute to meetings that they were unable to attend.

Chris Morton, Resident Involvement Manager, responded that he would raise this at the Annual General Meeting.

The Chair referred to minute number 23 and advised that a report on repairs would be brought to the next meeting of the Housing Scrutiny Sub Committee and Allocations had been added to the work programme to be brought to committee at the appropriate time.

Daren Turner, Strategic Director of Housing and Investment asked for clarification on which area of repairs should be covered in the report?

The Chair clarified that the report be on day to day repairs and why the numbers of repairs had increased given the amount of decent homes work that had been completed.

**26. Declarations of Interest**

Councillor Strengiel declared a personal interest in minute number 28 as he was a Director of the YMCA.

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

Sheila Watkinson representative of the Lincoln Tenants Panel advised on the following main points:

- A meeting had been held in January with the Director and Portfolio Holder
- LTP would be monitoring the time taken to process applications
- LTP would be looking in to Estate Inspections.
- A meeting would be held in February to set the objectives for 2019.
- The AGM would be held on 22<sup>nd</sup> March 2019
- The ASB Team were monitoring the bins being left out and were reporting back to LTP.
- John Ranshaw had attended the ARCH meeting.

- A garden tidy up event would be held on the Ermine, if this was successful it would be rolled out to other areas.

Members asked for the Lincoln Tenants Panels view on the current Tenancy Agreement and if it was correct or required changes.

Sheila Watkinson confirmed that she had spoken with LTP about the Tenancy Agreement and it was felt that it was just right and did not require any changes.

Councillor D Nannestad Portfolio Holder for Quality Housing advised that a short summary version of the Tenancy Agreement was being developed and would be provided to tenants to read through in addition to the full Tenancy Agreement when they signed up.

The Chair requested that the short version of the Tenancy Agreement be brought to a Housing Scrutiny Sub Committee.

## **28. Portfolio Holder for Quality Housing Annual Report**

Councillor D Nannestad, Portfolio Holder for Quality Housing

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

b) advised that the report covered the following main points:

- Homelessness
- Tenancy Management
- New Build / Allocations
- Housing Improvement Programme
- Housing Repairs
- Supported Housing

c) focussed his report on Allocations and highlighted the following main points:

- Yvonne Fox, Assistant Director of Housing had been tasked with looking at the whole allocations system to improve practices and procedures.
- The number of people on the waiting list had reduced due to a review of the waiting list that was taking place. which included removing people that had shown no signs of activity even though they had been contacted several times.
- A lot of applications were pending due to applicants not providing the correct documentation.
- A third of people on the waiting list were currently Council tenants but were looking to transfer to another property.
- Part of the review would look at ways to improve how people applied to be on the waiting list.
- The Allocations Policy would be revised.

Yvonne Fox, Assistant Director of Housing added:

- She would be looking at customer journeys throughout the whole process to understand how the system could be improved.
- The indicators that were used to measure performance were outdated as they were based on the manual allocations system that was previously used and did not reflect the updated online system, so these would be looked at.

d) invited committees questions and comments

**Question** - Could anyone apply to be on the waiting list?

**Response** – The requirement at the moment was that people had a connection to Lincoln, this did not have to be a close connection. The Local Government Authority advised Councils to look at how people were added to the list and this would be reviewed as part of the Allocations Policy.

**Question:** How many people were on the waiting list?

**Response:** There were currently 978 people on the waiting list.

**Question:** Referred to Performance Indicator number 171 in relation to the number of homelessness successfully relieved in the month and asked if this figure only included the Council or other Organisations as well?

**Response:** The indicator was when people approached the Council and presented as homeless. A personalised housing plan was produced for each person, they could secure a property with another landlord with advice received from the Council.

**Question:** What was the cost to the Council to place people in Bed and Breakfast accommodation?

**Response:** A significant proportion of the cost would be recovered from Housing Benefits.

**Question:** Did the Council have to have 4 bands within the Allocations Policy?

**Response:** There could be any amount of bands, it would be considered by the working group as part of the review of the Allocations Policy. Applicants needed to be provided with as much information as possible at the point of application to manage expectations.

**Question:** If people stopped bidding for properties would they be removed from the waiting list?

**Response:** If they did not bid during a 12 month period they would be sent a letter, if no response was received they would be removed from the waiting list.

RESOLVED that the report be noted.

## 29. 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.

RESOLVED that the work programme be noted.

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 3 – 2018/19</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

- 1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the third quarter of year 2018/19 (October 2018 – December 2018). See Appendix A.

**2. Executive Summary**

- 2.1 This report combines all performance relevant to Housing Landlord issues.
- 2.2 In total there are 23 measures and of these, 14 are on or exceeding targets for the year, 11 have not met the targets set and 1 does not have a required target.

**3. Background**

- 3.1 Over the last eight years the Council has been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority.
- 3.2 From 1 April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012 but the principles remain the same.

**4. Main Body of Report**

- 4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).
- 4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.
- 4.3 Appendix A shows which targets have been met and those where we have not achieved our target. There are 14 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

**Arrears as a % of rent debit**

At the end of quarter three, arrears are 2.47%. A stretching target of 3.65% was set for current tenant arrears despite the implication of full implementation of

Universal Credit. As is always the case there has been a significant drop in the arrears during December from 3.23% to 2.47%. It is anticipated that the year-end figure will meet the target. 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.

### **Complete repairs right first time**

The housing repairs service continues to work well. In the current financial year, all emergency repairs (2,700+) have been completed on time. We are also performing above target in appointments made and kept, all responsive repairs in time, repair satisfaction and first time fixes. The latter in particular has improved significantly over the last few years. Our first time fix rate is currently 93.6%, compared to only 80.1% in 2015-16, and 86.1% in 2016-17. 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.

### **Average days to resolve ASB cases**

Performance within this area has improved significantly over the last two quarters. The average time to resolve cases is currently 65 days, it was previously 78 days at quarter one. Regular monitoring of all cases continues to take place and cases are closed by officers in agreement with their managers.

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

### **Complaints**

Complaints performance remains below target. Although performance is not where we want it to be, we have improved since the end of quarter one. Since then, we have improved performance by over 10%. Regular monitoring takes place and complaints performance is analysed down to service area and office level to determine any trends.

### **Average re-let period – All dwellings (including major works) – (days)**

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. In the coming months, we will be reviewing the voids letting standard in order to improve processes and further streamline the service.

## **5. Strategic Priorities**

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



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

## **6. Organisational Impacts**

### **6.1 Finance**

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

### **6.2 Legal Implications including Procurement Rules**

No impact

### **6.3 Equality, Diversity and Human Rights**

No impact

## **7. Risk Implications**

7.1 (i) No risks identified in this quarter.

## **8. Recommendation**

8.1 Members are asked to note and comment on:

- a) The current performance outcomes during the financial year 2018/19 ;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

**Is this a key decision?** 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?** 1

**List of Background Papers:** None

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**LANDLORD SERVICES – PERFORMANCE 2018/19**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 17/18	Actual 17/18 Q2	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	Commentary
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	99.68%	98.21% (97.54%)	98%	97.56%	98.19% (98.81%)	99.83% (103.34%)	Better than target.
126	Arrears as a % of rent debit	2.11%	2.58%	3.65%	2.72%	2.95%	2.47%	Better than target.
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.97%	1.06% (0.97%)	0.90%	0.72%	0.70% (0.68%)	0.84%	Better than target.
58	Average re-let period – General needs (excluding major works) – (days)	21.07	23.83 (23.15)	20 days	23.26	22.49 (21.82)	24.68 (27.22)	Below target.
61	Average re-let period – All dwellings (including major works) – (days)	26.77	29.95 (28.32)	25 days	26.42	26.47 (26.53)	28.35 (31.01)	Below target.
<b>Allocations</b>								
85A	% of offers accepted first time	75.05%	75.56% (75.37%)	80%	77.69%	82.45% (87.83%)	83.73% (85.55%)	Below target.
<b>Repairs</b>								
29	% of all emergency repairs carried out within time limits	100%	100% (100%)	99.5%	100.00%	100.00% (100%)	100.00% (100%)	Better than target.
32	% of all repairs carried out within time limits	97.49%	96.52% (95.92%)	97.5%	98.00%	98.36% (98.75%)	98.46% (98.85%)	Better than target.
33	Average time taken to complete repairs	6.59 days	7.05 days (7.29)	8 days	8.6 days	8.0 days (7.3 days)	7.4 days (6.1 days)	Better than target.
34	Complete repairs right on first visit.	90.21%	88.01% (89.07%)	90%	93.38%	93.60% (93.84%)	93.57% (93.52%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.85%	96.25% (95.98%)	95%	96.56%	96.66% (96.77%)	96.67% (96.70%)	Better than target.
41	Tenant satisfaction with repairs	96.22%	95.54% (96.50%)	95%	97.24%	96.24% (95.29%)	96.37% (96.71%)	Better than target.
<b>Decent Homes</b>								
50	% of non-decent homes	0%	0%	0%	0.94%	0.48%	0.27%	On target.
48	% of homes with valid gas safety certificate	99.96%	99.95% (99.95%)	99.96%	99.85%	99.93% (100%)	99.93% (99.94%)	Below target.

PI	Description	Actual 17/18	Actual 17/18 Q2	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	Commentary
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	89.81%	90.10% (91.07%)	95%	75.76%	88.46% (97.78%)	86.49% (81.82%)	Below target.
22A	Councillor enquiries replied to within time	100%	100.00% (100%)	95%	83.33%	89.19% (90.32%)	84.38% (77.78%)	Below target.
22B	MP enquiries replied to within time	76.60%	96.00% (100%)	100%	66.67%	66.67% (66.67%)	67.50% (70.00%)	Below target.
<b>ASB</b>								
89	% of ASB cases closed that were resolved	98.99%	99.52% (100%)	94%	100.00%	99.35% (98.78%)	99.13% (98.68%)	Better than target.
90	Average days to resolve ASB cases	65.73 days	54.17 days (53.15)	70 days	78 days	66 days (56 days)	65 days (63 days)	Better than target.
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	100.90%	33%	100%	14%	32.6%	44%	On target.
	Expenditure against target set for year – capital programme	100.00%	13%	100%	5.42%	18.7%	49.9%	On target.
<b>Customer Contact</b>								
	% of calls answered within 60 seconds	63.91%	67.46% (65.23%)	80%	47%	49% (51%)	48.6% (48.1%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	88%	86%	Biannual survey.

**SUBJECT: DRAFT WORK PROGRAMME UPDATE 2019/20**  
**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**  
**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

1.1 To present Members with the draft work programme for 2019/20 (Appendix A).

**2. Background**

2.1 The draft work programme for 2019/20 is provided for information to ensure members are aware of the forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme is regularly updated in consultation with the chair of the committee and chair of Lincoln Tenants Panel.

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

**3. Recommendation**

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

**Access to Information:**

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

**Key Decision** No

**Do the Exempt Information Categories Apply** No

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

**Does the report contain Appendices?** Yes

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

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

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Housing Scrutiny Sub Committee Work Programme – Timetable for 2019/20**17 June 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 4 2018/19 – Performance Summary	Yvonne Fox	This will be a summary report.
Work Programme Update	Democratic Services	Regular Report

**12 August 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 1 (2019/20) – Performance Report	Yvonne Fox	Quarterly Report
Work Programme Update	Democratic Services	Regular Report

**4 November 2018**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter /2 (2019/20) – Performance and Finance Report	Yvonne Fox	Quarterly report
Work Programme Update	Democratic Services	Regular Report

**27 January 2020**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Housing Portfolio Holder	Councillor Nannestad	Annual Report

LTP Annual Report	Chris Morton	Annual Report
Work Programme Update	Democratic Services	Regular Report

**16 March 2020**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 3 (2019/20) – Performance Report	Yvonne Fox	Quarterly report
Work Programme Update	Democratic Services	Regular Report