

LINCOLN TENANTS' PANEL

Wednesday, 18 July 2018

10.15 am

Committee Room 1

Lincoln Tenants Panel member(s):
Debbie Rousseau(Chair) Mick Barber (Vice Chair)
Members: Caroline Coyle- Fox, John Ranshaw, Kathy Hill, Stephanie Lonsdale-Ellis Steven Bearder, Shelia Watkinson, Mandy Harley, Christine Lamming, Heber Martin, Brian Marshall

Also in attendance: Councillor Nannestad, Simon Walters, Yvonne Fox, June Moore, Mark George, Chris Morton, Emily Craycraft

A G E N D A

SECTION A	Page(s)
1. Welcome and Apologies	
2. Confirmation of Minutes - 23 May 2018	3 - 8
3. Confirmation of new LTP members	
(a) Confirmation of Moorland Area Seat - Herber Martin	
(b) Confirmation of new LTP member Hartsholme - Brian Marshall	
4. Declarations of Interest	
Please note that, in accordance with the LTP Code of Conduct, when declaring interests LTP members must disclose the existence and nature of the interest and whether it is a disclosable or personal interests.	
5. Feedback from Executive - Meeting 29 May 2018	
6. HSSC Reports - Meeting 18 June 2018 (HSSC Members)	
7. Quarterly Question Time (Simon Walters and Councillor Donald Nannestad)	
8. Update on Voids and Under Occupation(Yvonne Fox)	
9. Next Gen 1st report(Stephanie Lonsdale – Ellis).	
10. Quarterly performance update (Yvonne Fox)	9 - 16

11. Car parking in the north (Chris Morton)
12. Graffiti (Christine Lamming)
13. Window restrictors update (Chris Morton)
14. Estate Inspection results and schedule (Emily Craycraft)
15. LTP ideas on how the amount of refusals on properties can be reduced (Mick Barber)
16. Kier Services - Customer Performance (Mark George and June More)

June Moore and Mark George - June and Mark to discuss with LTP how they can be further involved in securitising Kier Services.
17. Scrutiny
 - (a) Allocations and Tenancy (Caroline Coyle-Fox)
 - (b) Neighbourhood, Community Involvement and Home (John Ranshaw)
18. ARCH Feedback (John Ranshaw)
19. Training Updates(Chris Morton)
20. Universal Credit Update (Chris Morton)
21. Housing Officer Patch Updates (Chris Morton)
22. Birchwood Board Update (Stephanie Lonsdale - Ellis)
23. Next Gen Update (Stephanie Lonsdale - Ellis)
24. Communal Areas (Mick Barber)
25. Anti-Social Behaviour Monitoring (Debbie Rousseau)
26. LTP Publicity and Membership (Chris Morton)
27. Leasehold Matters (Chris Morton)
28. Items for the Next Meeting
 - (a) Review of the Work Programme (All)
29. Non Agenda Items



LINCOLN TENANTS' PANEL

Wednesday, 23 May 2018

10.15 am

Committee Room 1 - City Hall

Lincoln Tenants Panel member(s): Mick Barber (Standing Chair)
Members: Caroline Coyle- Fox, John Ranshaw, Felicity Kelshall, Kathy Hill, Stephanie Lonsdale-Ellis, Steven Bearder.

Also in attendance: Chris Morton, Emily Craycraft, Rachel Jackson and Andrew McNeil.

Apologies: Debbie Rousseau(Chair), Christine Lamming, Sheila Watkinson and Mandy Harley.

A G E N D A

SECTION A	Page(s)
62. Welcome and Apologies	
<p><u>1.Welcome and Apologies</u></p> <p>The chair opened the meeting and welcomed everyone. Apologies were received from Debbie Rousseau(Chair), Christine Lamming, Sheila Watkinson and Mandy Harley.</p>	
63. Confirmation of Resignations	
<p><u>2. Confirmation of Resignations</u></p> <p>MB confirmed resignations from Brain Botham, Sharon Elsom and Richard Kelly. MB gave a Thank You for their contributions to the LTP. CM proposed a letter of recognition was to be sent.</p> <p>RESOLVED CM to send out letter thanking the LTP members for their commitment</p>	
64. Brian Botham-Stamp End Area Seat	
<p><u>3.Confirmation of LTP Stamp End Area Seat Steven Bearder.</u></p> <p>Mb welcomed the new LTP Member Steve Bearder (Stamp End).</p> <p>RESOLVED Steve Bearder was elected as the new LTP Member for Stamp End.</p>	

65. Confirmation of Minutes - 11 April 2018

4. Confirmation of Minutes – 11th April 2018

RESOLVED the minutes are a true record and confirmed, subject to Stephanie Lonsdale – Ellis's information.

It was agreed that a slot would be reserved on the agenda for a Next Gen update and Birchwood update.

66. Declarations of Interest

5. Declarations of Interest

RESOLVED there were no issues raised.

67. Leasehold Matters (Felicity Kelsall)

6. Leasehold Matters (Felicity Kelsall)

FK nothing further to report as there hasn't been any progress since the last meeting.

MB Proposed distributing newsletters with updates and questionnaires to involve residents.

CM suggested how we could use Kier and their ideas to help get additional Leaseholders as part of the LTP. Proposed that we bring Kier's ideas and information to the next meeting.

It was proposed that another seat for a leaseholder be added to the panel. The LTP members present supported this idea. It was agreed that CM would draft a revised constitution and present it at the next meeting.

RESOLVED the constitution will need re-evaluation, CM requested if anyone had any additions for the constitution to put them forward and to bring information from Kier to next meeting.

68. Scrutiny

7. Scrutiny

a) Allocation and Tenancy (Caroline Coyle – Fox)

CC explained they are currently awaiting information from Marvin and the council regarding storage and transport for the furniture. This will all be available for the next meeting on 8 June 2018 and the group should be in the position to write a report with recommendations.

CC also stated they were awaiting feedback on the two previous reviews carried out by the group and suggested the LTP make a formal letter of complaint, unhappy with no feedback being provided. AGREED.

MB to arrange meeting with DD ASAP to discuss letter.

Some LTP members requested giving their written permission on proof reading of the letter to give their permission to distribute via email.

AGREED.

RESOLVED CM deadline for response of letter 20th June 2018.

AGREED.

b) Neighbourhood, Community Involvement and Home (John Ranshaw)

JR arranged a date with tenants for Shuttleworth House to have discussions with operatives on how they feel the service could be improved. By holding this at a neutral venue the operatives would feel less pressure which he then can rely on their behalf.

Order of business additional item agenda added presented between 7B and 7C.

Andrew Mcneil presented a report on the De Wint Court Project. (Part B)

c) Birchwood Next Gen (Stephanie Lonsdale-Ellis.

SL nothing to report from Next Gen.

MB proposed to arrange a pre meeting to plan 11th June. AGREED.

SL informed the chair of Birchwood Board could be invited to an LTP meeting to become a possible fellow member.

69. Anti-Social Behaviour Monitoring(Debbie Rousseau)

8.Anti – Social Behaviour Monitoring (Debbie Rousseau).

Anti – social behaviour referral report to be presented in the next meeting due to no further updates being available.

RESOLVED item deferred to the next meeting

70. ARCH Feedback (John Ranshaw)

9.ARCH Feedback (John Ranshaw)

JR handed out information on ARCH, this included Next Meetings, Annual Conferences, Fixed Term Tenancy's, Housing policy changes and Future ARCH. AGREED

MB enquired if there was feedback from ARCH regarding Grenfell?

JR spoke to Dame Judy "it was something that should never have happened" still awaiting inquest and feedback this could take up to a year JR will continue to follow this up.

RESOLVED JR to keep following up the inquest and feedback.

71. Feedback from the Shuttleworth House Residents' Group Meeting (Emily Craycraft)

10.Feedback from the Shuttleworth House Residents' Group Meeting(Emily Craycraft)

EC Fire and safety talks were held with residents by Hellen Kettle due to the incident at Grenfell, new cladding was added to Shuttleworth House as a new Fire retardant material.

Handouts were given of the information provided on the meeting, with advice of what to look out for and the signage to assist in any Fire and Safety incident.

RESOLVED the item was noted.

72. LTP Publicity and Membership (Chris Morton)

11.LTP Publicity and Membership (Chris Morton).

Feedback from the Arboretum Fun Day where we held a stall, CM stated it was a positive day with lots of helpful feedback from a wide range of resident. This lead to a possibility for a new LTP member.

JR suggest for future plans do we approach the Local Radio.

CM advised of future Fun Days we are attending or holding(Ermine, Hartsholme and Garden Project Bracebridge and Manse)CM also advised LTP members if there are any they know to please make him aware.

RESOLVED the update was noted.

73. Housing Social Media (Chris Morton)

12.Housing Social Media (Chris Morton)

Housing Social Media referral report to be presented in the next meeting. This was due to a technical problem and therefore it was not possible to display the report on screen.

RESOLVED the item was deferred to the next meeting.

74. Feedback from East Midlands Tenant Participation Forum (Rachel Jackson)

13.Feedback from East Midlands Tenant Participation Forum (Rachel Jackson).

Andrew Cotton the key speak gave information on government Policy, Building of new homes, Statistics on rite to buy, Increasing rites for tenants, The Homelessness Reduction Act 2017 and Securing tenancies for Domestic Violence victims.

RJ provided positive feedback of the overall day with lots of helpful learning workshops to bring back and use.

RESOLVED LTP member requested copies of the information RJ provided and the Universal Credit booklet to the next meeting.

75. LTP Training

14.LTP Training.

a) Feedback from Training (LTP Members)

FL gave all positive feedback felt it was presented well and the trainer made them feel comfortable and made it easy to understand.

RESOLVED more detail will be included on the agenda regarding training updates.

b) Upcoming Training Dates (Chris Morton).

Upcoming Training Dates to be presented in the next meeting.

RESOLVED training dates to be presented at the next meeting.

76. Universal Credit Update (Chris Morton)

15.Universal Credit Update (Chris Morton).

RESOLVED CM No further update.

77. Housing Officer Patch Update (Chris Morton)

16.Housing Officer Patch Update (Chris Morton).

North Team Moves – TBC

Central Team Moves – No Change

South Team Moves – Julie King moved to part time. New Housing

Officer Katie Esperger Part time.

CM proposed there will be standard updates on Housing Officer changes every meeting.

SL enquired how often the estate inspection are held.

Figures will be found to give at next meeting.

RESOLVED Inspection numbers to bring to next LTP meeting.

78. Items for the Next Meeting

17.Items for the Next Meeting.

Upcoming Training Dates (Chris Morton).

Housing Social Media (Chris Morton)

Anti – Social Behaviour Monitoring (Debbie Rousseau).

RESOLVED the items for the next meeting were noted.

79. Non Agenda Items

18.Non Agenda Items

There were 5 items raised under this item.

A) Update on flats allocated to the homeless.

B) 57 Evicted last year how many were rehomed?

C) Follow up the lost contact with Newark Council.

D) Date for Keir's event in Manchester.

E) Windows:

How long does the double glaze last?

Are the new windows fitted with triple glazed?

Latches on windows. (Possible invite Matt Hillman to next meeting to provide further information).

AGREED

Next meeting date: Wednesday 20th June 2018

Time: 9:30-1:30

Room: Committee Room 1

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LINCOLN TENANTS PANEL**18TH JUNE 2018**

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 4 – 2017/18
REPORT BY:	YVONNE FOX ASSISTANT DIRECTOR – HOUSING
LEAD OFFICER:	PAULA BURTON HOUSING QUALITY & PERFORMANCE TEAM LEADER

CONSULTATION CONFIRMATION			
DIRECTORATE	CONSULTEE	CONSULTATION START	CONSULTATION COMPLETED

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

1. Purpose of Report

- 1.1 To provide Lincoln Tenants Panel with an end of quarter report on Performance Indicators for the fourth quarter of year 2017/18 (January 2018 – March 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, 12 are on or exceeding targets for the year and 11 have not met the targets set. Of the 11 that are not achieving target for the year to date, 6 of them are meeting the target for the fourth quarter.

3. Background

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

4. Main Body of Report

- 4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).
- 4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.
- 4.3 Appendix A shows which targets have been met and those where we have not achieved our target. There are 12 indicators that are currently meeting or exceeding target at the end of the year. Particular areas of good performance to highlight are:

Arrears as a percentage of rent debit

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

Percentage of non-decent homes

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

Complete repairs right on first visit

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

Percentage of anti-social behaviour cases that were resolved

Following on from the ASB Housemark accreditation, performance has continued to improve along with the quality of the service being sustained.

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

Percentage of offers accepted first time

Performance stands at 75.05% at the end of the year which remains below the target of 85%. The properties continue to be refused for a variety of reasons with

the highest number of refusals being applicants stating that the areas are not suitable or they have changed their mind about moving, which is beyond the Council's control. All refusal reasons are monitored and any potential remedies actioned. Officers continue to scrutinise this indicator closely as failure to achieve this target has an impact on the overall void performance.

Complaints

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

Percentage of calls answered within 60 seconds

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

5. Strategic priorities

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

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

6. Organisational Impacts

6.1 Finance

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

7. Recommendation

7.1 LTP is asked to note and comment on:

- a) The current performance outcomes during the financial year 2017/18 ;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

Key Decision Yes/No

Key Decision Reference No.

Do the Exempt Information Categories Apply Yes/No

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

Does the report contain Appendices? Yes/No

List of Background Papers:

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

Notes for Report Authors

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

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

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

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

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

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

LANDLORD SERVICES – PERFORMANCE 2017/18
APPENDIX A

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
Rents								
125B	% of rent collected as a percentage of rent due	100.58%	100%	98.88%	98.21% (97.54%)	99.27% (101.57%)	99.68% (100.97%)	Below target.
126	Arrears as a % of rent debit	2.20%	2.15%	2.41%	2.58%	2.22%	2.11%	Better than target.
Voids								
69	% of rent lost due to vacant dwellings	0.84%	0.90%	1.15%	1.06% (0.97%)	1.03% (0.97%)	0.97% (0.75%)	Below target.
58	Average re-let period – General needs (excluding major works)	19.1 days	20 days	24.68 days	23.83 days (23.15)	21.41 days (15.32)	21.07 days (20.00)	Below target.
61	Average re-let period – All dwellings (including major works)	23.3 days	25 days	31.54 days	30.0 days (28.42)	27.16 days (19.53)	26.77 days (25.48)	Below target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
Allocations								
85A	% of offers accepted first time	83.06%	85%	75.74%	75.56% (75.37%)	75.33% (74.77%)	75.05% (74.17%)	Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	99.87%	99.5%	100%	100% (100%)	100% (100%)	100% (100%)	Better than target.
32	% of all repairs carried out within time limits	97.36%	97.5%	97.20%	96.52% (95.92%)	96.98% (97.74%)	97.49% (98.80%)	Below target. Above target for the quarter
33	Average time taken to complete repairs	4.9 days	8 days	6.78 days	7.05 days (7.29)	6.60 days (5.90)	6.59 days (6.55)	Better than target.
34	Complete repairs right on first visit.	86.12%	90%	86.94%	88.01% (89.07%)	88.91% (90.63%)	90.21% (93.26%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.66%	95%	96.52%	96.25% (95.98%)	95.71% (94.69%)	95.85% (96.18%)	Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
41	Tenant satisfaction with repairs	96.72%	95%	94.48%	95.54% (96.50%)	96.44% (98.34%)	96.22% (95.20%)	Better than target.
Decent Homes								
50	% of non-decent homes	0.04%	0%	0%	0%	0%	0%	On target.
48	% of homes with valid gas safety certificate	99.96%	100%	99.95%	99.95% (99.95%)	99.95% (99.95%)	99.96% (100%)	Below target.
Complaints								
22	% of complaints replied to in 10 working days	86.10%	95%	88.89%	90.10% (91.07%)	89.61% (88.68%)	89.81% (90.38%)	Below target.
22A	Councillor enquiries replied to within time	87.50%	95%	100.00%	100.00% (100%)	100.00% (100%)	100% (100%)	Better than target.
22B	MP enquiries replied to within time	88.14%	100%	90.91%	96.00% (100%)	89.19% (75.00%)	76.60% (30.00%)	Below target.
ASB								
89	% of ASB cases closed that were resolved	82.86%	94%	99.13%	99.52% (100%)	99.37% (99.07%)	98.99% (97.53%)	Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
90	Average days to resolve ASB cases	62.3 days	70 days	55 days	54.17 days (53.15)	61.84 days (76.61)	65.73 days (81.14)	Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	98.25%	100%	12%	33%	68.6%	100.90%	Below target.
	Expenditure against target set for year – capital programme	93.7%	100%	3%	13%	34%		On target.
Customer Contact								
	% of calls answered within 60 seconds	80%	80%	71.10%	67.46% (65.23%)	69.12% (71.30%)	63.91% (48.54%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	88%	88%	On target. This is a biannual survey which was carried out during the third quarter of 2016/17.