

## PERFORMANCE SCRUTINY COMMITTEE

Thursday, 23 January 2020

6.00 pm

Committee Room 1, City Hall

- Membership: Councillors Gary Hewson (Chair), Helena Mair (Vice-Chair), Thomas Dyer, Ronald Hills, Rebecca Longbottom, Laura McWilliams, Lucinda Preston, Pat Vaughan and Loraine Woolley
- Substitute member(s): Councillors Jackie Kirk and Adrianna McNulty
- Officers attending: Democratic Services, Daren Turner, Clare Stait, Gareth Griffiths, Heather Grover and Andrew McNeil

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### A G E N D A

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**Present:** Councillors Councillor Gary Hewson (*in the Chair*), Liz Bushell, Christopher Reid, Edmund Strengiel, Pat Vaughan and Loraine Woolley

**Apologies for Absence:** None.

**Also in Attendance:** Mick Barber (Chair of LTP), Steven Bearder (Member of LTP), Debbie Rousseau (Member of LTP) and Sheila Watkinson (Member of LTP)

**51. Confirmation of Minutes - 12 August 2019**

RESOLVED that the minutes of the meeting held on 12 August 2019 be confirmed subject to the following change:

Councillor Nannestad's attendance to be recorded as a guest of the committee.

**52. Matters Arising**

Ermine A46 Pollution

The Committee discussed minute number 47 relating to complaints received about pollution on the Ermine area from the A46 bypass and advised that the trees had now been removed.

Daren Turner, Strategic Director Housing and Investment responded that the Pollution Control Officer had tested for noise and pollution when the Planning Application was submitted. The Planning Committee had determined that there was no issue and the application was granted. Since then the trees had been cut down along the A46 bypass. He suggested that he would raise this issue with Lincolnshire County Council.

Mick Barber, Chair of LTP suggested that more tests be done on the area for noise and pollution. Darren Turner responded that he would speak to the Pollution Control Officer.

Housing Officers

The Chair referred to minute number 47 in relation to Housing Officer patches and explained that he had received a response from the Tenancy Services Manager advising that the details of the Housing Officer patches were available on the website. He further advised that Members would prefer to receive this information via email.

Daren Turner, Strategic Director Housing and Investment responded that the information could be circulated to all Members.

The Chair further stated that there needed to be more stability with the Housing Officers and patches that they covered so that residents knew who their Housing Officer was for their area. He suggested that a noticeboard be placed in all Communal areas within Council owned properties.

Mick Barber, Chair of LTP advised that the Lincoln Tenants Panel had been doing some work to address this and suggested that he would bring a report to the next Housing Scrutiny Sub Committee on the work being undertaken.

### Planned Works

The Chair referred to minute number 45 in relation to planned works for the forthcoming year being circulated to Members. Matt Hillman, Assistant Director of Investment had advised that he would circulate this information.

### **53. Declarations of Interest**

No declarations of interest were received.

### **54. LTP Matters (Verbal Report)**

Debbie Rousseau, Member of Lincoln Tenants Panel gave the following update:

- East Riding Council ran a scheme to support elderly, disabled and vulnerable people to live independently in their own home.
- Support included help and advice on managing money, downsizing and organising utilities etc.
- Currently Lincoln City Council did not offer a similar scheme so LTP were setting up a project to look into this.
- The first project meeting would be held next week and an update would be provided at the next Housing Scrutiny Sub Committee.

### **55. Customer Services Update (Verbal Report)**

Jo Crookes, Customer Services Manager advised that she had been invited to attend this meeting to provide an answer to why the percentage of calls answered within 90 seconds was below target. She raised the following main points:

- 48% of calls received were answered within 60 seconds.
- The average call waiting time in September was 2 minutes and 49 seconds and the October statistics were very similar.
- There were currently vacancies within the Customer Services Team, it took time to train staff and for them to gain experience.
- There was a high rate of staffing changes as they often gained promotion and moved on to other areas within the Council, there had also been a number of retirements recently.
- Staff were working under very difficult circumstances and were doing the best that they could for the customers.
- The number of calls received were increasing for example last September 8308 calls were received compared to 10,645 calls received this September 2019.
- The team were also now taking Housing Solutions calls and had only 1 extra resource.
- The call length times were increasing, due to more complex calls, customers often had complex problems that took time to deal with.
- Customers were told their position in the queue and were offered a call back after 5 minutes.

- The team were frustrated as they felt that 2 minutes and 49 seconds was a reasonable amount of time for customers to wait compared to the waiting times of other companies.
- The priority was to deal with calls thoroughly rather than as quick as possible.

The committee discussed the matters raised and asked the following questions and received the relevant responses.

**Question** – Did the LTP have an input in setting the targets?

**Response** – Yes, they were consulted with.

**Question** – Was the target set too high?

**Response** – At the time it was felt that it was reasonable, however, we did not know that the number of calls would increase. For example Customer Services were now answering Elections phone calls due to the Election being called.

**Question:** Did the target need changing?

**Response:** A question about call waiting times had been included in a questionnaire to the Citizens Panel to find out how long customers thought was a reasonable time to wait for a call to be answered. Depending on the replies the target could be amended.

**Question:** Were calls passed to customer services when Officers were out of the office?

**Response:** Yes, Officers who were often out in the community diverted their calls through to Customer Services when they were away from the office.

**Question:** Were more staff needed?

**Response:** There was peak times when calls were received, if more staff were employed they would be busy during peak times but there would be quiet periods when they would have nothing to do. The team did the best job they could within the resources available.

**Question:** Were customers encouraged to go online?

**Response:** Yes we encouraged everyone who could go online and use email to do so.

**Question:** How long did customers have to wait for a call back?

**Response:** The phone system would keep the caller in the queue and call them back when it was their turn.

**Question:** How did tenants know that when they left a message with Customer Services for their Housing Officer that the message was being passed on?

**Response:** The tenant would be informed who their message had been emailed to. Generally it would not be followed up, except when a customer chased it up for not receiving a response, it would then be escalated to a Manager if necessary. Regular meetings were held between Customer Services and Tenancy Services to address any issues.

The committee discussed the system of a single point of contact for Members to raise enquiries. The Chair gave an example of where a Councillor used this system and had not received a response from the relevant Officer.

Following the meeting the Councillor concerned contacted Officers to advise that the example given at the meeting was incorrect and a swift response had been received to the enquiry.

RESOLVED that Jo Crookes to attend the next meeting of Housing Scrutiny Sub Committee with the responses received from the Citizens Panel questionnaire.

## 56. Homelessness/ Action Lincs/ Rough Sleeper Interventions (Verbal Report)

Yvonne Fox, Assistant Director of Housing gave a verbal update on Homelessness, Action Lincs and Rough Sleeper Interventions and raised the following main points:

- Action Lincs had been established to support rough sleeping in Lincolnshire.
- There were 135 people rough sleeping in Lincolnshire and collectively they had spent 500 years on the streets.
- The scheme would provide accommodation and extensive support to assist this client group with independent living.
- The Council initially agreed to lease 15 properties to P3 but following further discussions it was agreed to lease 20 one bedroom properties throughout the City.
- P3 undertook all of the management of the properties.
- Council Officers regularly met with P3 to discuss any issues.
- There had been a few issues with low level Anti- Social Behaviour due to the chaotic nature of the client group. P3 had swiftly dealt with any issues that had arisen.
- Everyone had maintained their tenancies with the support of P3 and there had been no evictions.
- The project would end in 2021 and all being well they would become Council Tenants.

The committee were very supportive of the scheme and asked the following questions and received relevant responses:

**Question:** Had there been a reduction in the number of rough sleepers?

**Response:** The numbers of rough sleepers fluctuated depending on a number of things but currently the general trend was that the numbers were reducing.

**Question:** There were a lot of rough sleepers in Lincoln on a Friday and Saturday night. Did the Intervention Team only work during Office hours?

**Response:** The Intervention Team also worked weekends, they were engaging with the majority of rough sleepers in Lincoln. The people that were begging were not necessarily rough sleepers.

**Question:** Did the people taking part in the scheme have an affiliation with Lincoln?

**Response:** Yes it was one of the conditions of the scheme.

RESOLVED that the verbal update be noted.

## 57. Performance Monitoring Report Quarter 2 - 2019/20

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 2019/20 (July 2019 – September 2019)
- b. advised that of the 21 measures, 12 were on or exceeding targets for the year, 8 had not met the targets set and 1 did not have a required target.
- c. referred to paragraph 4 of the report and highlighted areas of good performance:

- Average Days to Resolve ASB Cases
  - Tenant Satisfaction with Repairs
- d. further highlighted areas that had not achieved their target and explained the reason for this:
- Average Re-Let Period – All Dwellings (Including Major Works) – (Days)
  - Arrears as a % of Rent Debit
- e. invited committees questions and comment.

**Question:** Referred to Performance Indicator 126 Arrears as a percentage of rent due and asked what was the target?

**Response:** The target was the same as last year at 3.65%

**Question:** Would the figure for the percentage of rent due reduce over the next quarter?

**Response:** Yes, everything possible was being done to minimise the impact of Universal Credit. Officers were confident that it would be below target by the end of the year.

**Question:** What support was being provided to help people who were affected by Bedroom Tax?

**Response:** Tenants could apply for Discretionary Housing Payments which would provide time for them to find alternative accommodation or a new job to increase income.

**Comment:** There was no support for people who were affected by Bedroom Tax and there were no properties available for people to downsize to.

**Response:** If tenants were working with the Council and trying to find alternative accommodation but there was none available, the DHP payments would continue. Information on properties available were provided and priority was given on the housing waiting list to those that needed to downsize.

RESOLVED that the contents of the report be noted.

## 58. Tenancy Agreement

Yvonne Fox, Assistant Director of Housing

- a. provided an update on the request by Members to introduce a shortened Tenancy Agreement that was easier for tenants to understand and refer to.
- b. referred to the shortened Tenancy Agreement at Appendix 1 of the report and advised that it had been shortened from 44 pages to 8 pages long.
- c. advised that the Tenancy Agreement was a legal document prescribed by law which meant that the agreement had to contain certain information.
- d. explained that the shortened version would be available on the website and would be easier to translate in to other languages or make available in large print.
- e. advised that the sign up procedures for new tenants would be considered and new arrangements would be established to ensure that new tenants were fully aware of their obligations as tenants and that they had the

support and guidance to help them sustain their tenancy.

- f. suggested that the shortened Tenancy Agreement be trialled and a report be brought back to a future meeting of Housing Scrutiny Sub Committee to include customer feedback.
- g. invited committees questions and comments

**Question:** Tenants were not given a copy of the Tenancy Agreement until they received the keys, how could they read it during this time?

**Response:** In future the shortened version of the Tenancy Agreement would be posted to the applicant when they agreed to take on a tenancy. The time taken between offer of the tenancy and sign up would be used to ensure that the tenant was aware of their obligations.

**Question:** Asked for clarification of where it stated that tenants must keep their gardens tidy?

**Response:** It was within Section 6 of the shortened Tenancy Agreement.

**Question:** Referred to Section 4 of the shortened Tenancy Agreement and asked if it would be better to say that Council Officers should always show their ID card?

**Response:** Yes this could be changed.

**Question:** Referred to Section 2 of the shortened Tenancy Agreement and asked how the storage of mobility scooters in communal areas was enforced?

**Response:** The tenant would be given a period of time to remove it from the communal area. If a tenant chose to purchase a mobility scooter they would be required to have somewhere to store it. If a tenant needed a mobility scooter for a medical reason the Council would have to provide storage.

RESOLVED that

1. the contents of the report be noted.
2. a report on the 6 month trial of the shortened Tenancy Agreement including customer feedback be scheduled into the work programme for 6 months' time.
3. the Tenancy Sustainment Strategy be scheduled into the work programme for January 2020.

## **59. Annual Report to Tenants 2018/19**

Chris Morton, Resident Involvement Manager

- a. presented the draft Annual Report to Tenants and Leaseholders 2018/19 for comments.
- b. advised that there was a requirement by Homes England to produce and submit an annual report to tenants and leaseholders each year.
- c. advised that the annual report had been developed in consultation with tenant representatives through the Lincoln Tenants Panel and the Editorial Panel.
- d. highlighted the theme and content of the Annual Report:
  - Successes achieved by housing and to report performance information for 2018/19.



- To celebrate the communities in Lincoln.
- e. advised that the annual report when published would help to deliver the councils strategic priority of 'Lets deliver quality housing'. The report provided performance information to tenants to allow them to see how well the Council had performed as their Landlord. It then allowed tenants to use the information to challenge the Council and hold to account.

The committee supported the contents of the report.

RESOLVED that the contents of the report be approved.

## **60. Work Programme Update 2019/20**

The Chair

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2019/20 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 on the work programme.

The Chair requested that an update on Resident Involvement be scheduled into the work programme.

RESOLVED that

1. the work programme be noted.
2. The following reports be scheduled into the work programme
  - Resident Involvement Update
  - Shortened Tenancy Agreement Customer Feedback
  - Tenancy Sustainment Strategy
  - Housing Officer Areas – Report from LTP

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## PORTFOILO HOLDER RESPONSIBILITIES

## Economic Growth

1. Building Control
2. Car Parks
3. Climate Change (linkage to Local Plan)
4. Commercial Development
5. Contaminated Land
6. Cultural Activities Including:
  - Christmas Market
  - Christmas Lights
7. Economic Development and Growth, including:
  - Western Growth Corridor
  - Sustainable Urban Extensions
8. Heritage
9. Innovation and Inward Investment including:
  - Lincoln Science and Innovation Park
  - Smart City initiatives
10. Markets
11. Planning, including:
  - Central Lincolnshire Local Plan
  - Regional and National Planning Policies
12. Public Realm including:
  - City Centre Masterplan
  - Cornhill Area Redevelopment
13. Regeneration Including:
  - Neighbourhood Revitalisation
  - Community Planning
14. Small Business Support
15. Tourism and Marketing
16. Transport including:
  - Transport Hub
  - Connectivity
  - Infrastructure

## Reducing Inequality

1. Anti-Poverty Strategy
2. Asylum Seekers
3. Benefits Advice and take-up, including:
  - Housing Benefit
  - Council Tax Support
4. Community Cohesion Strategy
5. Community Strategies and Policies
6. Corporate Social Responsibility including:
  - Hate Crime
  - Lincolnshire Safer Communities
7. Discretionary Rate Relief Policy
8. Equality and Diversity:
  - Employer perspective
  - Service user perspective
9. Financial Inclusion, including:
  - Adult Learning;
  - Young People.
10. Prevent
11. Public Protection including:
  - Antisocial Behavior
  - Noise Nuisance
  - CCTV
  - Domestic Violence
11. Skills and Training, including The Network;
12. Social Value Policy
13. Universal Credit
14. Welfare Advice
15. Welfare Reform

## Quality Housing

1. Affordable Housing
2. Discretionary Housing Payments
3. Estate Management
4. Fleet Management
5. Health and Wellbeing, particularly its links to good quality housing
  - Physical and Mental Health
  - Suicide
6. Homelessness Prevention
7. House Building
8. Housing Investment and Decent Homes
9. Housing Repairs and Maintenance
10. Housing Revenue Account and Landlord Services including:
  - Tenant Engagement
  - Housing Stock Options
11. Lettings and Allocations including:
  - Rogue Landlords
  - Trusted Landlord Accreditation Scheme
12. Rough Sleepers
13. Strategic Housing
14. Supported Housing

## Remarkable Place

1. Allotments
2. Cemeteries and Crematorium
3. Community Centres
4. Environmental Contracts including:
  - Refuse Collection and Recycling
  - Highways

- Open Space and Grounds Maintenance
  - Public Conveniences
  - Cleansing
5. Food Health and Safety
  6. Licensing
  7. Low Carbon Agenda
  8. Parks and Recreation
  9. Pollution Control
  10. Sport and Leisure facilities to promote physical activity

## Our People and Resources

1. Asset Management
2. Civic and Twinning
3. Corporate Communications and Media Relations
4. Corporate Strategy including
  - Strategic Plan (Vision 2020)
  - Annual Report
  - Strategic Partnerships
5. Corporate Health and Safety
6. Emergency Planning
7. Finance including:
  - Financial Strategy
  - Financial Position
8. Human Resources including:
  - People Strategy
  - Apprenticeships
  - Trade Union Liaison
  - Organisational Culture and Core Values
9. Legal Services (excluding Electoral and Democratic Services)
10. Procurement (excluding social value)

11. Regional and Sub-Regional Governance Arrangements including Devolution
12. Revenues
13. Risk Management and Governance including
  - Insurance
14. Specific Major Projects (Excluding Major Developments)
15. Towards Financial Sustainability including Commercialisation

### **Customer Experience and Review**

1. Audit
2. Central Support Services
3. Complaints Handling

4. Corporate Reviews
5. Customer Engagement including:
  - Customer Services
  - Contact Centre
6. Democratic and Electoral Services including
  - Voter Registration
  - Democratic Engagement
7. ICT
8. Performance including Systems and Process
9. Strategic Information including:
  - Corporate Evidence Bases
  - Lincoln City Profile

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

**REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING**

**INTRODUCTION**

This report concentrates on the most challenging area of performance within housing and also looks at aspects of health which come within the remit of this portfolio.

In general terms members will be aware that the Housing Strategy, as well as the 30 year business plan, is in the process of being reviewed. Members have been involved in two briefings so far which have provided valuable feedback as well as giving members the opportunity to have their say on future priorities. There will also be further opportunities for members to contribute as work on the strategy proceeds.

The year ahead is an important one for housing. Not only is the Housing Strategy being updated but this coincides with the centenary of Council Housing in Lincoln. A series of events involving tenants are planned to mark the 100 year anniversary and full details of these are currently being finalised. The very first Council house in Lincoln, on what was then known as the Wragby Road Estate, later to be renamed St Giles, was tenanted in November 1920. The changes identified through the Housing Strategy review will provide the framework for us to give an excellent service to tenants in our second 100 years.

The Housing Strategy will be supported by data obtained from the Housing LIN document, which provides evidence on the future housing needs for over 75s in the city, and from our own Housing Needs Survey, carried out in August and September. Further information has been obtained from a series of Ward Walks across the City attended by the Director and myself. Some of you will have been involved representing your respective Wards.

The performance figures for housing in detail are attached as appendices. The data covers the first three quarters of the 2019-20 financial year – these being the most up to date available at the time of writing this report. In terms of the strategic data set for Housing, three of the 16 strategic measures are below target. All three measures below target have shown an improvement in the third quarter. Of the more specific data set for housing services, in which there are 20 measures, 16 are on or above target. Of the four showing as red one relates to customer services and is considered in another portfolio.

A number of challenges lie ahead amongst them the issues of homelessness, Climate Change, the need to increase our housing stock, and dealing with the effects of Universal Credit .

As well as providing and managing Council housing we also have a role in regulating the private sector and the work of our Rogue Landlord team, funded by Government

money, has helped raise standards as well as resulting in a number of prosecutions of landlords for renting out substandard, and on occasions dangerous, housing.

I have also included the latest Health Profile for the City of Lincoln which was published in November 2019 and provides detail of some of the health issues faced by our residents.

Finally I would like to thank the Director Daren Turner, the three Assistant Directors of housing, Yvonne Fox, Matt Hillman and Andrew McNeil, and staff at all levels throughout the Housing department for their hard work over the 12 months in what continues to be challenging circumstances. Many of the performance figures are excellent and that is down to the effort put in by the workforce. Thanks also go to the Council's Director of Communities and Environment Simon Walters and Assistant Director Simon Colburn, and the private sector housing team.

## **HOMELESSNESS**

Homelessness continues to be a significant issue in Lincoln as in many towns and cities across the country.

Rough sleepers are just the most visible aspect of this. The official 2019 annual count undertaken on 8 November identified 27 rough sleepers which is very similar to the figures for 2018 (26) and 2017 (28).

The opening of the Nomad Trust's new premises at the YMCA premises on St Rumbold Street is a welcome addition to the provision of emergency accommodation but there is a need to increase the amount of "move on" accommodation available to allow those staying at Nomad and similar accommodation to progress.

A number of different schemes have received funding to help reduce the homelessness issue. The City Council is the lead organisation for the ACTION Lincs project which provides a housing first approach to dealing with homelessness accompanied by support. Over 100 homeless people across the county have been assisted by this scheme. Our own Rough Sleeper Project team housed 73 people in its first year and assisted 146 people with mental health issues.

Homelessness, however, remains a real problem for the city despite all the efforts of ourselves and other organisations such as the YMCA, P3, Framework, LEAP and Addaction who work in partnership with us.

A total of 356 people approached the Council as homeless in the first six months of 2019-20. During this period the number of successful preventions against the total number of homelessness approaches was 290% which is a significant number.

We have been working to reduce the number of homeless individuals and families placed in temporary bed and breakfast accommodation. This has on occasion resulted in households being placed out of Lincoln which is something we are working to avoid where possible. In the period between 1 January and 26 November 2019 a total of 285 families were placed in temporary accommodation. This involved a total of 531 people including 217 children. This is a high number but we have been able to reduce the use of bed and breakfast accommodation by utilising former council homes bought



under the “purchase and repair” scheme. Over the Christmas holiday there were three cases where hotel accommodation was used. The average length of stay in temporary accommodation was 8.69 weeks (target 12 weeks) and the average length of stay in bed and breakfast was 2.59 weeks (target 4 weeks).

## **TENANCY MANAGEMENT**

Rent arrears as of the end of Quarter Three were £107,000 above the same point last year and 2.82% as a percentage of the debit. This is 0.83% better than the target of 3.65%. There has been an increase of 641 tenants claiming Universal Credit (UC) in the past 12 months which is having a significant impact on arrears. An Income Officer has been recruited until the end of March 2020 to assist specifically with income collection and mitigate the impact of Universal Credit.

In my report last year I acknowledged that more work needed to be done with tenants to ensure that they are in the best place to maintain their tenancy and have effective support in place to assist them to do this. As a result a number of measures have since been implemented.

A UC Interview and claim procedure has been implemented which ensures all UC claimants are contacted within three days of making their claim. This new interview ensures a payment arrangement is made as soon as a claim is made and ensures tenants are given sufficient knowledge on UC and the impact this will have on their rent account. Tenancy Services also received specialised UC training which gives Housing Officers the knowledge to manage UC claims on their own patches. Previously this was only done by three officers. The Housing Assistants are now also assisting with arrears collection and are having success managing low level arrears in their respective teams.

Our current rent arrears procedures are being reviewed to ensure they are fit for purpose and a Universal Housing consultant will also be making improvements to the current housing management system. This will mean Housing Officers have more capacity to manage the increasingly complex cases they are facing.

Tenancy services are currently achieving 100.32% in year rent collection rate against the target of 98% and continue to prioritise income collection and a significant emphasis has been placed on mitigating the impact of Universal Credit. This has been achieved whilst almost halving the number of evictions carried out compared to the previous year.

Tenancy Services continues to strive to maintain and improve on the high standards of Anti-Social Behaviour (ASB) service delivery which resulted in being awarded Housemark Accreditation. The figures to the end of Quarter 3 show that the average length of time to resolve ASB cases was 55.5 days (target 70 days). In addition 96.23% of cases that were closed were resolved (target 94%).

## **NEW BUILD/ALLOCATIONS**

The addition of 172 new Council homes during 2018-19 was the most significant increase in the number of Council houses in Lincoln in a 12 month period for over 40 years.

We are continuing this progress with work underway on building the 70-bed extra care unit on the site of the former De Wint Court sheltered housing scheme. This project, funded in part by contributions from both Homes England and Lincolnshire County Council is the first of its type built by the City Council and will help address the shortfall in this type of accommodation within Lincoln that is identified in the Housing LIN report which provided data on the accommodation needs for older people (over 75s) across Greater Lincolnshire. The Council is in the process of putting together a programme of future building. Work on developing the former Markham House site on St Giles has commenced and a plan for a mix of shared ownership and council rented properties on land off Rookery Lane is being finalised. De Wint Court is scheduled to be completed in summer 2021 and the Markham House site in late 2020. Approval has been given for the work needed to provide access to the Queen Elizabeth Road site which has outline permission for 325 new homes. The current intention is that the housing on this site will be a mix of tenures. We have also been buying properties, in the main former Council houses, under the purchase and repair scheme which has enabled the authority to add further to our housing stock.

There remains a significant demand for Council housing within the City and it is important to continue to make progress building and acquiring additional properties. We lose between 50 and 60 homes a year through Right to Buy which not only has an effect on the number of City Council properties available but also on the rental income into the Housing Revenue Account (HRA). In the current year the number of properties sold to date totals 44, the full year effect of income loss is in excess of £190k pa. Another effect of Right to Buy is that our housing stock is now predominantly one and two-bed properties as many of the three and four bed properties, with the discount offered, have been sold over the years.

The number of live applications for Council properties at the end of Quarter 3 was 1,477. Since the end of May 2019 the number of applications awaiting assessment or requiring validation documents has been reduced dramatically. At 31st May 2019 this total was 475 but by the end of Quarter 3 this was down to 46. The service has experienced a huge growth in demand during the month of December, however it is hoped that this figure will be close to 0 by the end of January 2020. The downward trend is testament to the hard work of the Housing Solutions team.

Due to a shortage of affordable housing in the city, the Housing Solutions Team are working with the Private Rented Sector landlords to encourage them to offer their properties to applicants at a reasonable rental level and support is offered to the landlords with managing the tenancies so that it encourages them to accept applicants that may need that additional support.

The % of offers of tenancy which have been accepted first time has considerably improved. In April 2018 just 61.54% of tenancy offers were accepted first time – which

meant almost 40% were not. At the end of Quarter 3 of the current financial year 84.59% of offers were accepted first time which is above the target of 80%.

## **HEALTH**

The annual health profile for Lincoln produced by Public Health England (see attached appendix) again shows some challenging data. The life expectancy at birth for both men and women is worse than for the rest of England. The figure for men is 77.3 years (compared to 79.6 years for England) and for women is 80.9 compared to 83.1. Both figures are worse than in 2018. Within Lincoln the figures show real inequalities of health with life expectancy being 12 years lower for men and 8.7 years lower for women in the most deprived area of the City than in the least deprived areas. Lincoln is one of the 20% most deprived districts/unitary authorities in England and 21.2% children live in low income families.

Economic deprivation is a significant factor in health and housing is another major factor. To reflect this housing is a priority within the Lincolnshire health and wellbeing strategy. 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.

The 2019 Health Profile for the City shows that 22.4% of Year 6 children are classified as obese which amounts to 216 children. Levels of teenage pregnancy, GCSE attainment, breastfeeding and smoking in pregnancy are all worse than the England average while for adults the under-75 mortality rates from cardiovascular diseases and cancer are also worse than the England average.

Other figures are positive. The number of alcoholic-specific hospital admissions for under-18s equates to only three admissions in the year. The percentage of adults who are overweight or obese is slightly less than the national average and the percentage of physical active adults is also better than the average and going up.

## **CONCLUSION**

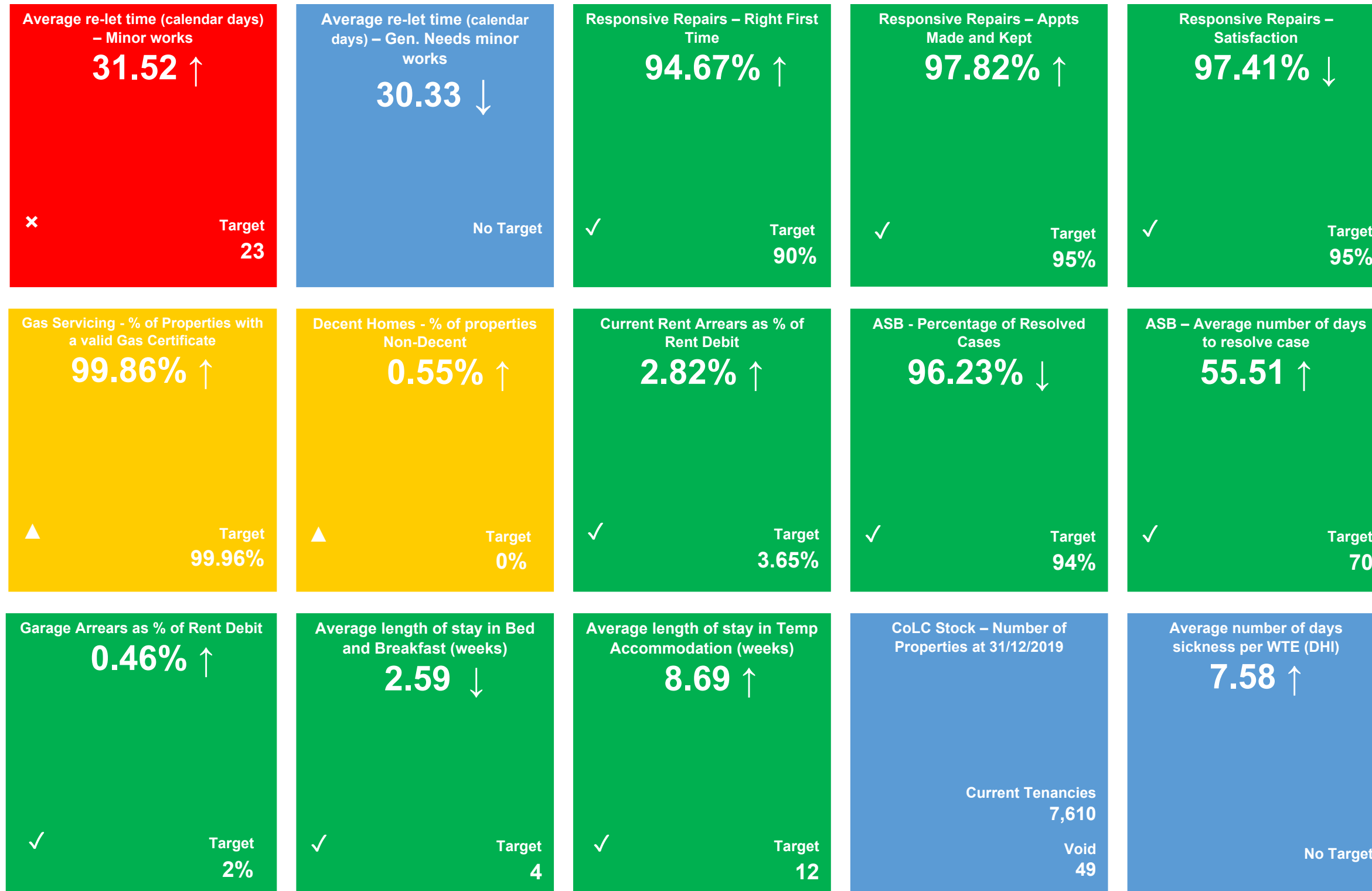
Vision 2020, the Council's strategic plan, sets out a number of measures of success for the quality housing portfolio. These include i) Increasing the availability and provision of housing in Lincoln; ii) Improving the quality of both public sector and private sector homes; iii) Increasing the availability of supported housing for older people with high levels of need. This report, I believe, shows we continue to make progress in achieving these outcomes.

**Donald Nannestad**  
**Portfolio Holder for Quality Housing**

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# City of Lincoln Council Performance Dashboard – April to December 2019

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)  
 Arrows = comparison against previous month's monthly performance (↑ = Improved, ↓ = Declined, ↔ = Remained the same)



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## Housing Scrutiny Performance Dashboard – April to December 2019

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)  
 Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)



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GREEN – TARGET MET

AMBER – CLOSE TO TARGET

RED – TARGET NOT MET

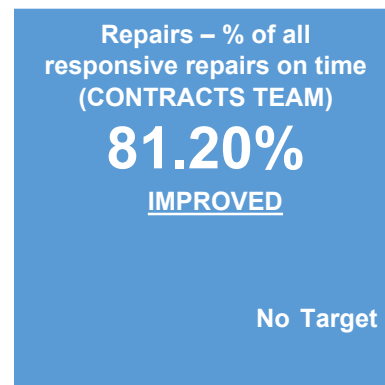
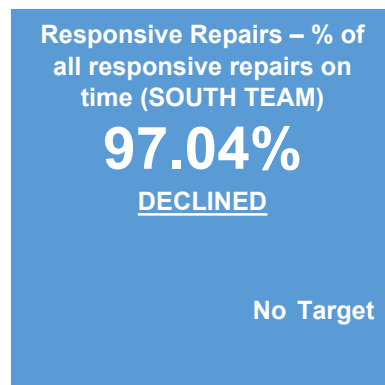
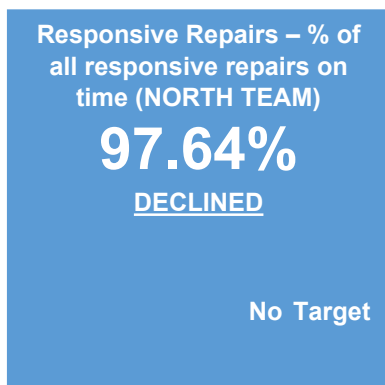
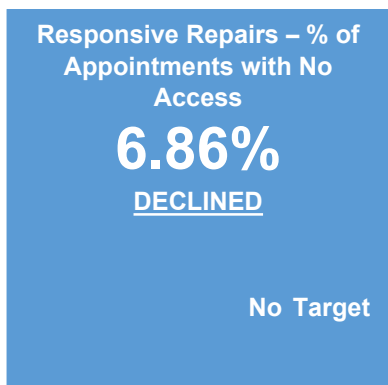
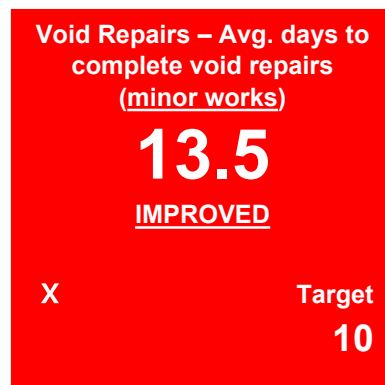
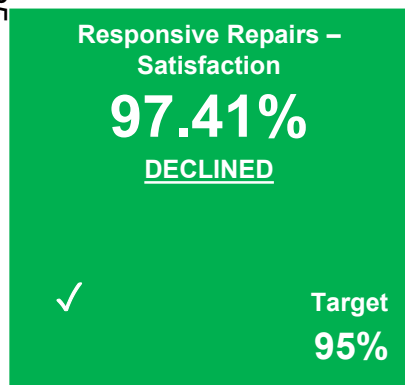
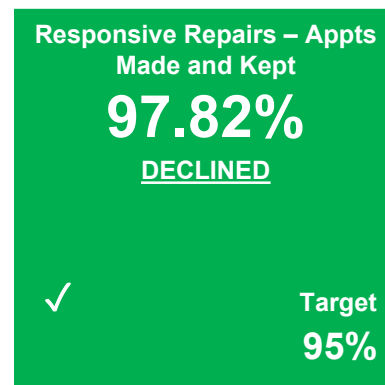
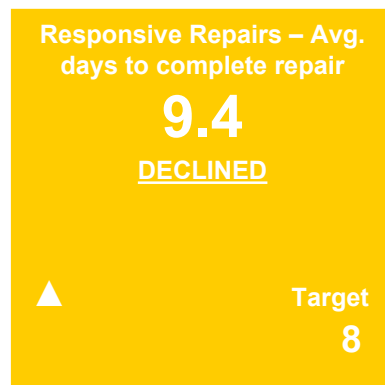
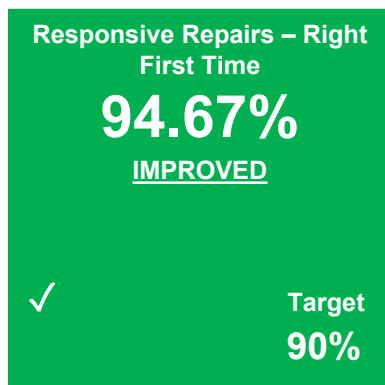
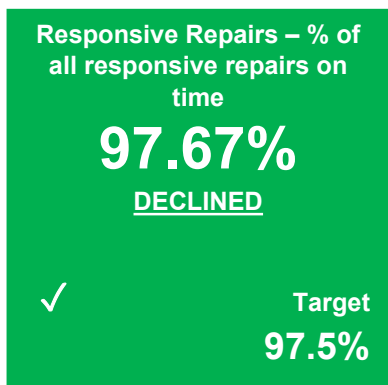
BLUE – NO TARGET

# Housing Repairs Service Performance Dashboard – April to December 2019

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)

Comparison against previous month's monthly performance (Improved, Declined, Remained the same)

25



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## Tenancy Services Performance Dashboard – April to December 2019

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)  
 Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

Rent Collected as a % of Rent Due - OVERALL <b>100.3%</b> ↑ ✓ Target 98%	Current Rent Arrears as % of Rent Debit - OVERALL <b>2.82%</b> ↑ ✓ Target 3.65%	ASB - Percentage of Resolved Cases - OVERALL <b>96.23%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - OVERALL <b>55.51</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - OVERALL <b>95.44%</b> ↑ ✓ Target 90%
ASB - Percentage of Resolved Cases - OVERALL <b>96.23%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - OVERALL <b>55.51</b> ↑ ✓ Target 70	ASB - Percentage of Resolved Cases - CENTRAL <b>94.00%</b> ↔ ✓ Target 94%	ASB – Avg. number of days to resolve case - CENTRAL <b>66.13</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - CENTRAL <b>97.78%</b> ↑ ✓ Target 90%
Current Rent Arrears as % of Rent Debit - NORTH <b>2.94%</b> ↑ ✓ Target 3.65%	Rent Collected as a % of Rent Due - NORTH <b>100.6%</b> ↑ ✓ Target 98%	ASB - Percentage of Resolved Cases - NORTH <b>97.40%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - NORTH <b>61.77</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - NORTH <b>93.81%</b> ↓ ✓ Target 90%
Current Rent Arrears as % of Rent Debit - SOUTH <b>2.82%</b> ↑ ✓ Target 3.65%	Rent Collected as a % of Rent Due - SOUTH <b>101.0%</b> ↑ ✓ Target 98%	ASB - Percentage of Resolved Cases - SOUTH <b>97.73%</b> ↓ ✓ Target 94%	ASB – Avg. number of days to resolve case - SOUTH <b>38.44</b> ↑ ✓ Target 70	ASB – % of new ASB cases risk assessed - SOUTH <b>93.81%</b> ↓ ✓ Target 90%

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Print this profile [Download this profile](#)



Public Health  
England



## Lincoln

Published on 05/11/2019

Area type: District

Region: East Midlands

# Local Authority Health Profile 2019

This profile gives a picture of people's health in Lincoln. It is designed to act as a 'conversation starter', 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.

Visit <https://fingertips.phe.org.uk/profile/health-profiles> for more area profiles, more information and interactive maps and tools.

*Contains National Statistics data © Crown copyright and database right 2019*

*Contains OS data © Crown copyright and database right 2019*

*Local authority displayed with full resolution clipped boundary*

## 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 21.2% (3,640) 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 12.0 years lower for men and 8.7 years lower for women in the most deprived areas of Lincoln than in the least deprived areas.

## Child health

In Year 6, 22.4% (216) of children are classified as obese. The rate for alcohol-specific hospital admissions among those under 18 is 17\*, better than the average for England. This represents 3 admissions per year. Levels of teenage pregnancy, GCSE attainment (average attainment 8 score), breastfeeding and smoking in pregnancy are worse than the England average.

## Adult health

The rate for alcohol-related harm hospital admissions is 677\*. This represents 579 admissions per year. The rate for self-harm hospital admissions is 177\*. This represents 187 admissions per year. Estimated levels of smoking prevalence in adults (aged 18+) are worse than the England average. The rates of new sexually transmitted infections and new cases of tuberculosis are better than the England average. The rate of statutory homelessness is better than the England average. The rates of under 75 mortality rate from cardiovascular diseases, under 75 mortality rate from cancer and employment (aged 16-64) are worse than the England average.

\* rate per 100,000 population

# Health summary for Lincoln

### Key

Significance compared to goal / England average:

<b>Significantly worse</b>	<b>Significantly lower</b>	<input type="checkbox"/> <b>Increasing / Getting worse</b>	<input type="checkbox"/> <b>Increasing / Getting better</b>
<b>Not significantly different</b>	<b>Significantly higher</b>	<input type="checkbox"/> <b>Decreasing / Getting worse</b>	<input type="checkbox"/> <b>Decreasing / Getting better</b>
<b>Significantly better</b>	<b>Significance not</b>	<input type="checkbox"/> <b>Increasing</b>	<input type="checkbox"/> <b>Decreasing</b>

tested

- Increasing (not significant)
- Decreasing (not significant)
- Could not be calculated
- No significant change

## Life expectancy and causes of death

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
1 Life expectancy at birth (male)	All ages	2015 - 17	n/a	77.3	79.4	79.6	□
2 Life expectancy at birth (female)	All ages	2015 - 17	n/a	80.9	82.9	83.1	□
3 Under 75 mortality rate from all causes	<75 yrs	2015 - 17	934	433.6	334.5	331.9	□
4 Mortality rate from all cardiovascular diseases	<75 yrs	2016 - 18	218	100.8	73.5	71.7	□
5 Mortality rate from cancer	<75 yrs	2016 - 18	364	170.0	133.4	132.3	□
6 Suicide rate	10+ yrs	2016 - 18	39	15.1	8.7	9.6	□

## Injuries and ill health

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
7 Killed and seriously injured (KSI) rate on England's roads	All ages	2015 - 17	110	37.7	41.0	40.8	□
8 Emergency hospital admission rate for intentional self-harm	All ages	2017/18	187	176.6	197.5	185.5	□
9 Emergency hospital admission rate	65+	2017/18	82	544.3	614.9	577.8	□



Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
for hip fractures	yrs						
10 Percentage of cancer diagnosed at early stage	All ages	2017	157	44.2	49.1	52.2	□
11 Estimated diabetes diagnosis rate	17+ yrs	2018	n/a	80.2	84.6	78.0	□
12 Estimated dementia diagnosis rate	65+ yrs	2019	866	79.6 *	72.3 *	68.7 *	□

### Behavioural risk factors

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
13 Hospital admission rate for alcohol-specific conditions	<18 yrs	2015/16 - 17/18	9	16.5	29.2 ~	32.9	□
14 Hospital admission rate for alcohol-related conditions	All ages	2017/18	579	676.6	669.2	632.3	□
15 Smoking prevalence in adults	18+ yrs	2018	21,138	26.1	15.8	14.4	□
16 Percentage of physically active adults	19+ yrs	2017/18	n/a	69.7	65.7	66.3	□
17 Percentage of adults classified as overweight or obese	18+ yrs	2017/18	n/a	61.4	64.4	62.0	□

### Child health

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
18 Teenage conception rate	<18 yrs	2017	33	26.8	17.5	17.8	□
19 Percentage of smoking during	All	2018/19	152	15.4	14.0 \$	10.6	□

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
pregnancy	ages						
20 Percentage of breastfeeding initiation	All ages	2016/17	654	55.8	69.7	74.5	□
21 Infant mortality rate	<1 yr	2015 - 17	11	3.0	4.2	3.9	□
22 Year 6: Prevalence of obesity (including severe obesity)	10-11 yrs	2017/18	216	22.4	19.9	20.1	□

## Inequalities

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
23 Deprivation score (IMD 2015)	All ages	2015	n/a	28.9	-	21.8	-
24 Smoking prevalence in adults in routine and manual occupations	18-64 yrs	2018	n/a	34.9	26.2	25.4	□
25 Inequality in life expectancy at birth (male)	All ages	2015 - 17	n/a	12.0	9.1	9.4	□
26 Inequality in life expectancy at birth (female)	All ages	2015 - 17	n/a	8.7	7.3	7.4	□

## Wider determinants of health

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
27 Percentage of children in low income families	<16 yrs	2016	3,640	21.2	16.6	17.0	□
28 GCSE attainment (average attainment 8 score)	15-16 yrs	2017/18	n/a	40.8	45.5	46.7	□
29 Percentage of people in	16-64 yrs	2018/19	43,900	67.7	75.2	75.6	□

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
employment							
30 Statutory homelessness rate - eligible homeless people not in priority need	Not applicable	2017/18	17	0.4	0.4	0.8	□
31 Violent crime - hospital admission rate for violence (including sexual violence)	All ages	2015/16 - 17/18	124	40.7	36.7 ~	43.4	□

## Health protection

Indicator	Age	Period	Count	Value (Local)	Value (Region)	Value (England)	Change from previous
32 Excess winter deaths index	All ages	Aug 2017 - Jul 2018	85	30.4	30.4	30.1	□
33 New STI diagnoses rate (exc chlamydia aged <25)	15-64 yrs	2018	521	766.4	606.6	850.6	□
34 TB incidence rate	All ages	2016 - 18	14	4.7	7.2	9.2	□

For full details on each indicator, see the [definitions tab of the Local Authority Health Profiles online tool](#).

For a full list of profiles produced by Public Health England, see the fingertips website: <https://fingertips.phe.org.uk/>

## 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](#) Proportion [25,26](#) Slope index of inequality [27](#) Proportion [28](#) Mean average across 8 qualifications [29](#) Proportion [30](#) Crude rate per 1,000 households [31](#) Directly age-standardised rate per 100,000 population [32](#) Ratio of excess winter deaths to average of non-winter deaths [33](#) Crude rate per 100,000 population aged 15 to 64 (excluding Chlamydia) [34](#) Crude rate per 100,000 population

*	Value compared to a goal (see below)
~	Due to an issue with HES coding in Nottingham University Hospitals Trust in 2016/17, for which over 30% of records did not have a valid geography of residence assigned, this value should be treated with caution. In 2015/16, between 10% and 20% of patients that attended hospital from this area were treated at Nottingham University Hospitals Trust.
\$	Aggregated from all known lower geography values

## Thresholds for indicators that are compared against a goal

Indicator Name	Green	Amber
<b>12 Estimated dementia diagnosis rate (aged 65 and over)</b>	>= 66.7%	< 66.7%

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<b>SUBJECT:</b>	<b>DELIVERING QUALITY HOUSING VISION 2020 PROGRESS REPORT</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT MAJOR DEVELOPMENTS</b>
<b>REPORT AUTHOR:</b>	<b>DAREN TURNER, DIRECTOR OF HOUSING AND INVESTMENT</b>

## **1. Purpose of Report**

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

## **2. Executive Summary**

- 2.1 On an annual basis each vision group provides a progress report to Performance Scrutiny Committee. This report provides an update on the progress of the group in delivering Quality Housing and its strategic priority aspirations. The report should be read alongside Cllr Donald Nannestad's annual Portfolio Holder report, also being presented to Performance Scrutiny Committee on 23<sup>rd</sup> January 2020.

## **3. Background**

- 3.1 Vision 2020 was published in January 2017, and contains four strategic priorities (Reduce Inequality; Economic Growth; Quality Housing; and Remarkable Place), along with an important strand of work focusing on High Performing Services.
- 3.2 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 annually to Performance Scrutiny Committee on progress.
- 3.3 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 reduce homelessness in Lincoln
  - Let's improve housing conditions for all
- 3.4 This report is being submitted alongside the annual report written by Cllr Donald Nannestad, Portfolio Holder for Delivering Quality Housing, providing Performance Scrutiny Committee with the opportunity to undertake an in-depth review of the Quality Housing strategic priority and portfolio. To help avoid duplication, key performance indicators have been included in Cllr Nannestad's report instead of this report.

#### **4. Position Statement (Appendix A)**

- 4.1 A 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 have a role in delivering this priority under Vision 2020.

## 5. Project Monitoring Table (Appendix B)

5.1 The Project Monitoring Table provides an overview of the current and live projects for this strategic priority. This table is attached to this report as Appendix B.

5.2 There are 10 projects currently being monitored in the work programme for Quality Housing. A summary of the position of these projects is included below. This is split by completed projects, projects flagged as green (meeting their milestones), and projects flagged as amber (monitored closely as a result of being impacted by a number of external factors). There are currently no projects flagged as red (not meeting their milestones).

5.3 Completed projects – The following three projects have been completed during the past year:-

- **Establish Supported Housing Forum and co-ordinate liaison with Lincolnshire County Council.** The forum was established in 2019 and is attended by Lincolnshire County Council, a City of Lincoln Council representative and supported housing providers within Lincolnshire.
- **Ensure compliance with the Homeless Reduction Act.** The City of Lincoln Council are fully compliant with the Homelessness reduction act with an action plan in place.
- **Complete the Supported Housing review and implementation.** In July 2019 the council's Executive Committee gave approval to modernise the Council's Supported Housing Service. Implementation of the service has been complete with amendments to the staffing structure, including amended working practices and an increase in the use of technology.

5.4 Projects flagged as green – The following projects are underway and meeting the set milestones.

- **Bring empty properties back into use**  
The Empty Homes Strategy was adopted in 17/18 and delivery throughout 19/20 has focused on working closely with owners of properties that have been empty for more than 2 years to help bring their property back into use. The council's Acquisition Policy was adopted in May 2019 enabling the council to buy back former council properties and purchase empty homes to bring them back into use.
- **Deliver De Wint Court plans**  
The Housing Strategy and Investment team secured funding from Homes England and Lincolnshire County Council towards a new 70 unit extra care facility. Planning permission for the scheme was granted in March 2019 and following a full tender exercise the Contractors were appointed in October 2019 and started on site in December 2019.
- **Improve energy efficiency to tackle fuel poverty**  
Throughout 2019 the Housing Investment Team have delivered the council housing investment programme which include upgrading old and inefficient boilers. This programme has resulted in an improvement to the EPC rating of council properties.
- **Deliver and facilitate at least 400 new homes by 2020**  
The Lincoln Homes Board has been set up to oversee the commissioning

and delivery of new council homes and have secured planning permission and contractors to deliver 123 new homes on 3 sites and are due to start on site in 2020. In addition 30 new homes have been secured through the council's purchase and repair scheme.

- **5 year Housing Land Supply sites annual review**

The annual review of sites was completed in August 2019 and confirm that Central Lincolnshire currently has 5 years' worth of housing land supply in accordance with the National Planning Policy Framework. The Central Lincolnshire Local Plan team put out a call for sites in June 2019 and are in the process of reviewing all sites for suitability for housing.

- **Deliver the Housing Health Assistance Policy.**

The policy was approved by Executive Committee in March 2018 and delivery of the policy has been underway throughout 19/20. The policy delivers Disabled Facilities Grant and discretionary assistance schemes to fund adaptations to a person's home as a result of wider health determinants other than disability.

5.5 Projects flagged as amber – The following project was delayed and has been flagged as Amber to ensure this is monitored closely by the Quality Housing Vision Group. Further detail on this action is provided in Appendix B.

- **Delivery of Queen Elizabeth Road development**

In January 2020 Executive approved a proposal to proceed with early demolition of two blocks of flats and to fund the work required to review the masterplan for the site to incorporate the wider area around Trelawney Church and prepare a phasing strategy to RIBA stage 3/4.

## 6. Performance Indicators

A set of performance indicators have been developed for the Quality Housing strategic priority. These measures have been included within Cllr Donald Nannestad's Portfolio Holder report to this committee.

## 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 financial implications arising from this report.



## 8.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

## 8.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

There are no E&D implications arising from this report.

## 9. Risk Implications

9.1 Options Explored – Not applicable.  
Key risks associated with the preferred approach – Not applicable.

## 10. Recommendation

10.1 To consider the progress of the Vision Group and this strategic priority.

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	Two
<b>List of Background Papers:</b>	None

**Lead Officer:** Daren Turner, Director of Housing Investment  
Telephone (01522) 873349.

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### Position Statement – January 2020

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, to ensure the delivery and provision of quality housing in Lincoln. An overview of this work is provided below:-

- ✓ Maintaining in the region of 7,800 council properties
- ✓ Working with our partners to increase the number of affordable homes in Lincoln. In 2019 35 affordable homes have commenced on the former Riseholme allotments site.
- ✓ Granting developers planning permission to develop affordable homes and encouraging affordable housing delivery through the planning process. In 2019 36 affordable homes have commenced on the Boultham Park Dairy, brownfield site.
- ✓ Working alongside the Central Lincolnshire Local Plan Team as part of the Local Plan review.
- ✓ Delivering a purchase and repair programme using Right to Buy receipts to increase the Council's supply of social housing, 25 properties have been purchased since January 2019.
- ✓ Proactive management of the affordable housing waiting list, which contains 1,477 households as at December 2019.
- ✓ Leading multi-agency support to prevent homelessness by offering advice and support to enable residents to stay in their homes. To date in 2019/20, 457 homeless applications have been received. Between April and December 2019, the council prevented 132 homelessness cases and relieved 196 cases.
- ✓ Average re-let time (minor works only) for combined general needs and sheltered accommodation is currently 31.5 days.
- ✓ Collecting rent across our housing stock, with 100.3% of rent collected.
- ✓ Providing budgeting support and welfare advice to our tenants to keep tenant rent arrears as low as possible (2.82% of annual rent debit at the end of Q3 2019/20).
- ✓ Delivering an effective repairs service to tenants with 98.67% of repairs delivered on time year to date.
- ✓ 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 – January 2020 Delivering Quality Housing Monitoring Table

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date	Project Brief
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Appendix B – January 2020 Delivering Quality Housing Monitoring Table

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<p>Bring empty properties back into use (Empty Homes Strategy)</p>	<p>Sara Boothright/Andrew Mc Neil</p>	<p><b>Oct to Dec 2018</b> Bi annual survey to assess status of all empty homes (6 months and 2 years)</p> <p><b>Jan 2019</b> Agree planned procedure for purchasing empty homes.</p> <p><b>March 2019</b> Executive approval to purchase empty homes.</p> <p><b>April to June 2019</b> Bi annual survey to assess status of all empty homes (6 months and 2 years)</p> <p><b>April 2019 onwards -</b> Purchase Empty Homes</p> <p><b>April 2019 – March 2020</b> Target of 25 empty properties brought back into use. Aspirational target set at 50</p>	<p>Empty Homes Strategy adopted in 17/18.</p> <p>Oct – Dec 2018 Survey and assessment complete and action plans in place. Early support and assistance provided to owners.</p> <p>As of April 2018 47 empty homes brought back into use through the Empty Homes Project.</p> <p>Acquisition Policy agreed to enable Housing Strategy Team to purchase LTE properties using RTB funds.</p> <p>Apr – Jun 2019 Survey and assessment complete and action plans in place. Early support and assistance provided to owners</p> <p>Acquisition Policy approved by Exec on the 28<sup>th</sup> May. PSH team have provided HS with potential LTE properties for consideration. August update - Amendments have been made to the Acquisition Policy to streamline the process of purchasing empty homes, due to be approved by Exec on the 28<sup>th</sup> Sept.</p> <p><b>Empty homes data 1<sup>st</sup> January 2020</b></p> <ul style="list-style-type: none"> <li>• LTE Properties (more than 6 months empty) - 426</li> <li>• LTE properties over 2 years up to 4 years empty - 48</li> <li>• LTE properties empty for more than 4 years - 57</li> <li>• 2<sup>nd</sup> homes/furnished empties (exempt from Empty Homes legislation but we still report on them) - 315</li> <li>• Third quarter 2019/20 the Council assisted a cumulative total of 37 empty properties being returned to use for our current</li> </ul>	<p><b>Green</b></p>	<p><b>Review of available budgets currently underway</b></p>	<p>Yes</p>
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Appendix B – January 2020 Delivering Quality Housing Monitoring Table

			annual target of 25			
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Appendix B – January 2020 Delivering Quality Housing Monitoring Table

<p>Deliver De Wint Court plans</p>	<p>Andrew McNeil</p>	<p><b>July 2018</b> De Wint Court Plan to SRG</p> <p><b>Aug 2018</b> Consultation with staff and residents</p> <p><b>Sept 2018</b> Planning Permission submitted</p> <p><b>February 2019</b> – Gain Executive approval.</p> <p><b>April 2019</b> – Start Procurement Exercise.</p> <p><b>September 2019</b> – Award Main Contract.</p> <p><b>October/Nov 2019</b> – Start on Site.</p> <p><b>July 2021</b> – Achieve Practical Completion.</p>	<p>1<sup>st</sup> August layout plans discussed with Ward Cllrs</p> <p>22<sup>nd</sup> 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>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>Exec approval given on 25<sup>th</sup> February.</p> <p>Complete</p> <p>All tenders have been scored and successful contract due to be appointed in Sept 2019. Contract us within budget</p> <p>LCC have requested revision to the delivery agreement with bare nomination rights on 35 units. New agreement was sent by LCC to CoLC at the end of May. Meeting with LCC took place on 28<sup>th</sup> June – agreement reached over nomination rights.</p>	<p>Green</p>	<p>£3.2 m secured from Homes Engalnd. Overall cost @12m</p>	<p>Yes</p>
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Appendix B – January 2020 Delivering Quality Housing Monitoring Table

			<p>1/9/19 update - CoLC have approved all Heads of Terms for De Wint. Funding and legal documents have been agreed and are ready to go.</p> <p>1/11/19 Signed contracts in October, enabling works commenced on site in October</p>				
49	<p>Improve energy efficiency to tackle fuel poverty (delivery element of the Housing Strategy 2017-2022)</p>	<p>Kev Bowring (council housing)</p> <p>Sara Boothright (private sector housing)</p>	<p><b>Sept 18:</b> Complete SAP data cleanse to establish number of E rated SAP council properties.</p> <p><b>Apr 18 – Mar 19:</b> Deliver private housing central heating scheme.</p> <p><b>Apr 19 – Mar 20:</b> 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>Private housing central heating scheme complete in April 2019</p> <p>Procurement exercise underway for Greater Lincolnshire to enable district authorities to appoint from a framework companies able to access ECO3 funding to deliver energy efficiency improvements to private sector properties. Expected to be completed in October 2019.</p> <p>Project completed</p> <p>19/20 housing investment programme underway. Due to install 450 – 500 boilers and target properties with low SAP</p> <p>As of December 2019 – sixty five council dwellings are at EPC rating E and require further analysis to improve the EPC; five dwellings are at EPC rating F (due to tenant refusing planned works); and there are no dwellings with an EPC rating G. The Housing Investment team is working on a planned programme of improvement work, which will form part of the revised HRA Business Plan, and include a plan for bringing the EPC rating of 87 properties to rating D or above.</p>	Green	<p>Identified heating installation work will be funded within the 2019/20 Central Heating budget £1,166,755</p>	Yes

Appendix B – January 2020 Delivering Quality Housing Monitoring Table

<p>Deliver and facilitate at least 400 new homes by 2020</p>	<p>Kate Ellis</p>	<p><b>2021:</b> CoLC to build 220 new homes by 2021  <b>2021:</b> Lincoln Quality Homes to build 50 homes by 2021  <b>2021:</b> CoLC to work with Registered Providers to build 150 new homes by 2021</p>	<p><b>184 new build homes completed and allocated to new tenants by December 2018.</b></p> <ul style="list-style-type: none"> <li>• Blankney Crescent (12 units)</li> <li>• Allenby Close (45 units)</li> <li>• Lytton Street (7 units)</li> <li>• Ingleby Crescent (74 units)</li> <li>• Westwick Drive (46 units)</li> </ul> <p>The City Council has enabled the delivery of an additional 71 units for shared ownership through Registered Housing Providers on the above sites.</p>	<p><b>Green</b></p>	<p>£31.6 million                  £20.1m committed                  £10 million available in HRA</p>	<p>Yes</p>
<p>Sites identified for development to commence in 20/21:</p> <p>Markham House – 5 new build units scheduled to commence in January 2020 (pre-construction works commenced in December 2019).</p> <p>De Wint Court – 70 one and two bed affordable extra care housing scheme (to complete 21/22).</p> <p>Rookery Lane – c 48 new build homes, subject to planning (to complete 21/22).</p> <p>Further acquisitions under purchase and repair scheme – 30 homes.</p> <p>Single persons’ homeless accommodation – 5 units</p> <p>Lincoln Homes Board to oversee the commissioning and delivery of these sites.</p> <p>Commissioning of architect and cost consultancy services to support review of masterplan for QER and scheme proposals for Searby and smaller sites also to be procured from February 2020.</p>						

Appendix B – January 2020 Delivering Quality Housing Monitoring Table

			<p>Housing Needs Survey completed in August 2019 with 1236 returned surveys; analysis of data to be part of the CL Housing Needs Assessment due to be completed in January 2020.</p> <p>CoLC continuing ongoing work with housing developers and registered housing providers to enable more homes to be built in Lincoln.</p>			
<p>Delivery of Queen Elizabeth Road development</p>	<p>Kate Ellis</p>	<p><b>Jan 2020:</b> Target for Demolition of Garfield View and Woodburn View</p> <p><b>Nov 2019</b> Demolition planning permission expected</p> <p><b>January 2020</b> appoint contractors for demolition</p> <p><b>March/April 2020</b> Start on site demolition</p>	<p><b>Demolition Schedule</b></p> <p>Approval of proposal to proceed with early demolition ahead of final development scheme at Executive 6<sup>th</sup> January 2020;</p> <p>Tenders due in 10.1.2020;</p> <p>Award of contract to proceed with full demolition survey by February 2020;</p> <p>Final costs, budget and contract award anticipated by end March 2020 with mobilisation and start on site by June 2020. Demolition programme subject to confirmation as part of tender and contract award process.</p> <p><b>Development Proposals</b></p> <p>Agreed to review the site proposals to include wider area of Trelawney Church. Procurement of architectural/design and cost consultant from February 2020 (to follow WGC procurement). Scope of works to include review of masterplan and phasing strategy with options to take design to RIBA stage 3/4.</p> <p>Anticipated contract award and revised scheme by June 2020 (early</p>	<p><b>Green</b></p>	<p>£33 million build</p>	<p>No</p>

Appendix B – January 2020 Delivering Quality Housing Monitoring Table

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			<p>concept).</p> <p>Market testing based on revised delivery proposals with a view to procurement of development partner or land deal to enable delivery. Procurement to commence from December 2020.</p> <p><b>Delivery Strategy</b></p> <p>Subject to market testing and options appraisal to understand most advantageous route to achieving quality scheme/risk sharing (e.g. JVCo, Dev Agreement or land deal).</p> <p>Procurement anticipated to take c 12-18 months to agree JV or Dev Agreement via competitive dialogue.</p>			
5 year Housing Land Supply sites annual review	Toby Forbes Turner	<p><b>June 2019</b> Central Lincs monitoring group to agree timetable.</p> <p><b>August 2019:</b> Complete Annual review</p>	<p>18/19 Annual review completed. We currently have 5 years' worth of housing land supply in accordance with the National Planning Policy Framework.</p> <p>Local Plan Call for sites deadline was in June, CoLC put forward sites and are awaiting the outcome of the review.</p>	<b>Green</b>	£35k grant available for automation of process.	Yes
Deliver Health and Housing Assistance Policy	Sara Boothright	<p><b>July 2018</b> Prepare new emergency housing assistance policy</p> <p>Key actions:</p> <p><b>Determine</b> procedures and protocols for all</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><b>Disabled Facilities Grant - 1 April to 31 December 2019</b></p>	<b>Green</b>	£641,018 Disabled Facilities Grant budget	Yes

Appendix B – January 2020 Delivering Quality Housing Monitoring Table

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		<p>schemes within the policy</p> <p>Commence marketing of the wider projects</p> <p><b>March 2020</b> spend full DFG allowance in 2019/20</p>	<p><b>Adaptations completed</b></p> <p>Level Access Showers - 12</p> <p>Ramps – 10</p> <p>Stairlifts – 5</p> <p>Extensions/conversions – 2</p> <p>Other – 5</p> <p><b>Adaptations Approved but not completed</b></p> <p>Level Access Showers – 10</p> <p>Ramps – 5</p> <p>Stairlifts – 2</p> <p>Other – 7</p> <p><b>Adaptations in progress but not approved</b></p> <p>Level Access Showers – 9</p> <p>Ramps – 2</p> <p>Extensions/Conversions – 4</p> <p>Other - 4</p> <p>Total = 78</p>			
Establish Supported Housing Forum and co-ordinate liaison with Lincolnshire	Yvonne Fox	<p><b>2019</b> LCC procurement for supported housing contracts</p> <p>COMPLETE – continue</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	No

Appendix B – January 2020 Delivering Quality Housing Monitoring Table

County Council		to report and monitor progress			service	
Ensure compliance with the Homeless Reduction Act Outcome – increase homeless preventions to 50% of homeless presentations	Paula Burton	<b>Oct 18</b> Prepare for Duty to refer <b>April – Mar 2020</b> Continue to review policy and procedures as part of service development.	CoLC are fully compliant with the Homelessness Reduction Act, preparation and action plan complete.	<b>Blue</b>	Completed	YEs
54 Complete the Supported Housing review and implementation	Daren Turner	<b>Early Feb 2019:</b> Labour Group <b>Oct – Nov 2018:</b> Staff consultation <b>17 Jan 2019:</b> Labour Group <b>28 May 2019:</b> Policy Scrutiny Committee <b>24 June 2019:</b> Executive <b>01 July 2019:</b> Implementation of new way of working	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 of change stage.  Staff Consultation completed.  Report presented to PSC on the 28 <sup>th</sup> May with the outcome that the proposal to be redrafted requiring a residential caretaker at Dereck Miller Court and Broomhill with peripatetic service at the remaining sheltered sites.  Redrafted supported housing review to be presented to Labour Group in mid June.  Following this report to be presented to JCC, SRG, with the aim of achieving Executive approval on the 24th June.	<b>Blue</b>	No additional cost, managed within current service	

## PERFORMANCE SCRUTINY COMMITTEE

23 JANUARY 2020

**SUBJECT: PERFORMANCE REPORT – HOUSING REPAIRS SERVICE**

**DIRECTORATE: HOUSING AND INVESTMENT**

**LEAD OFFICER: DARYL WRIGHT – 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 2018/19 financial year.

**2. Executive Summary**

- 2.1 HRS have had a year of success during 2018/19 with the service maintaining their performance from previous years.
- 2.2 HRS made a surplus of £271,534 for the year.

**3. Financial Position for 2018/19**

- 3.1 For 2018/19 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:
- Transport: - Fuel savings and change in CSS Fleet Allocation.
  - 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 £271,534 was repatriated to the Housing Revenue Account (HRA), which is the major service user.
- 3.4 The HRS summary outturn for 2018/19:

	<b>Revised Budget £'000</b>	<b>Actual £'000</b>	<b>Variance £'000</b>
Employees	2,801,280	2,714,410	(86,870)
Premises	116,710	120,676	3,966
Transport	494,980	395,609	(99,371)
Materials	1,329,310	1,346,767	17,457
Sub-Contractors	2,228,490	2,309,876	81,386

Supplies & Services	134,130	213,225	79,095
Central Support Costs	338,340	426,845	88,505
Capital Charges			
<b>Total Expenditure</b>	<b>7,443,240</b>	<b>7,527,408</b>	<b>84,168</b>
Income	(7,443,240)	(7,798,942)	(355,702)
<b>(Surplus)/Deficit</b>	<b>0</b>	<b>(271,534)</b>	<b>(271,534)</b>

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

	£	Reason for Variance
<b><u>Increased Income</u></b>		
Voids Income	(355,702)	Increased Voids re New Builds.
<b><u>Reduced Spending</u></b>		
Employees	(86,870)	Three Vacant Posts held for most of the year.
Transport	(99,371)	Fuel Savings (33k) & Change in CSS Fleet Allocation (66k).
<b><u>Increased Spending</u></b>		
Materials	17,457	Increased Voids work re New Builds.
Sub-Contractors	81,386	Increased Voids work re New Builds.
Supplies & Services	79,095	Equipment Hire & Purchases.
Central Support Costs	88,505	Change of Allocations re Fleet Indirect above.

#### 4. How HRS Performed in 2018/19

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

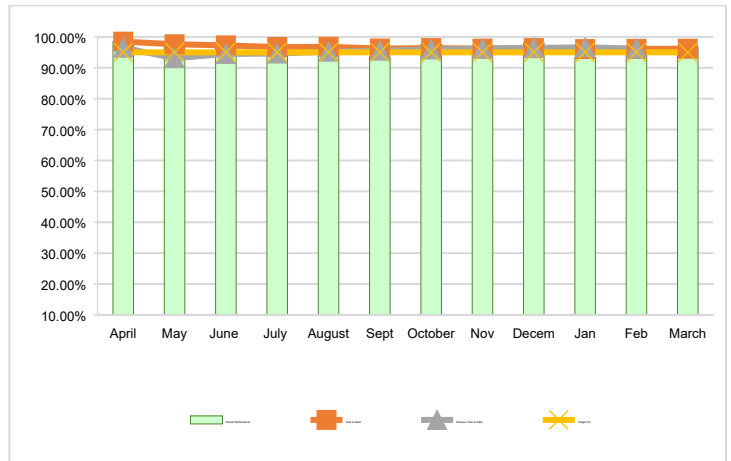
- the level of tenant satisfaction with repairs that have been carried out
- the percentage of all reactive repairs completed within timescale
- the percentage of emergency repairs completed within timescale
- the percentage of appointments that were kept
- the percentage of repairs completed first time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

4.2 The performance data for financial year 2018/19 is below:

Tenant satisfaction with repairs that have been carried out



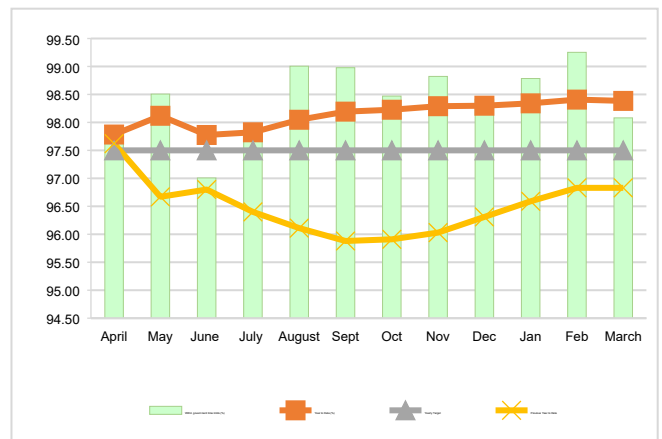
Annual Target: 95%		
Month	Tenant Satisfaction (%)	Year to Date (%)
April	98.46%	98.46%
May	96.72%	97.62%
June	96.36%	97.24%
July	95.24%	96.72%
Aug	97.01%	96.78%
Sept	93.44%	96.24%
Oct	97.62%	96.38%
Nov	95.00%	96.20%
Dec	98.00%	96.37%
Jan	93.33%	96.06%
Feb	96.67%	96.12%
March	96.67%	96.16%



Tenant satisfaction with repairs finished the year exceeding performance.

Percentage of all reactive repairs completed within timescale

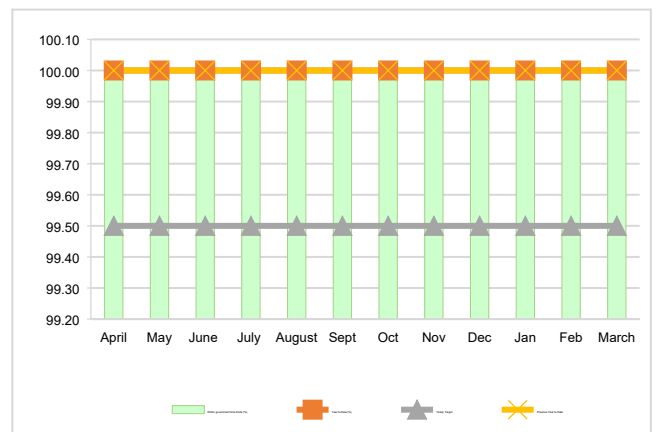
Annual Target: 97.50%			
Month	No. of repairs	Monthly Performance	Year to Date
April	2,165	97.78%	97.78%
May	1,874	98.51%	98.12%
June	1,804	97.01%	97.78%
July	1,874	97.97%	97.82%
Aug	1,808	99.00%	98.05%
Sept	1,761	98.98%	98.19%
Oct	1,569	98.47%	98.23%
Nov	1,528	98.82%	98.29%
Dec	1,072	98.41%	98.30%
Jan	1,481	98.78%	98.34%
Feb	1,338	99.25%	98.41%
March	1,407	98.08%	98.38%



Throughout the year of 2018/19 the percentage of repairs completed within timescale remained above the target of 95% and ended the year at 98.4%.

Percentage of emergency repairs completed within timescale

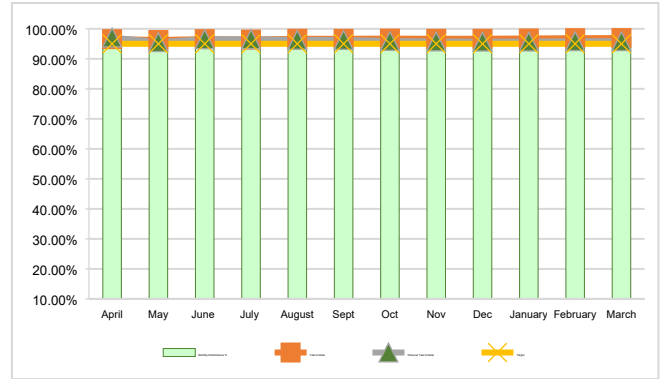
Annual Target: 99.5%			
Month	No. of repairs	Monthly Performance	Year to Date
April	401	100.00%	100.00%
May	333	100.00%	100.00%
June	310	100.00%	100.00%
July	367	100.00%	100.00%
Aug	322	100.00%	100.00%
Sept	380	100.00%	100.00%
Oct	250	100.00%	100.00%
Nov	270	100.00%	100.00%
Dec	146	100.00%	100.00%
Jan	220	100.00%	100.00%
Feb	236	100.00%	100.00%
March	238	100.00%	100.00%



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

Percentage of appointments that were kept

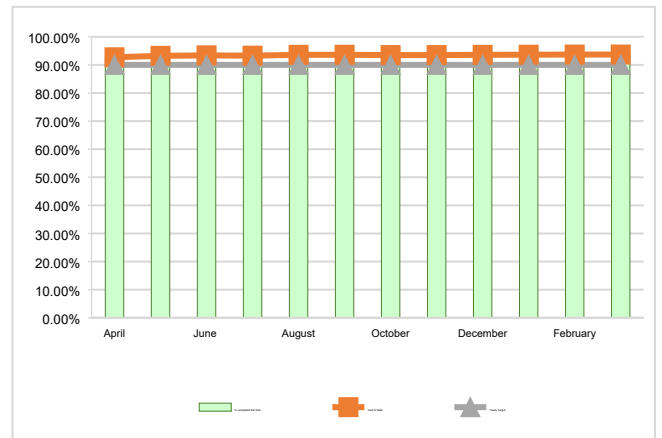
Annual Target: 95%			
Month	Apts Made	Overall (%)	Year to Date (%)
April	2,119	96.55%	96.55%
May	2,149	96.00%	96.27%
June	2,179	97.11%	96.56%
July	2,228	96.01%	96.41%
Aug	2,217	97.70%	96.68%
Sept	2,266	96.60%	96.66%
Oct	2,126	97.18%	96.74%
Nov	2,127	96.24%	96.67%
Dec	1,772	96.67%	96.67%
Jan	2,610	97.51%	96.77%
Feb	2,214	97.79%	96.87%
March	2,188	97.35%	96.91%



The performance target of 95% of repair appointments being kept was above target throughout the year and the final outturn of 96.91% was a further improvement on the previous year.

Percentage of repairs completed right first time

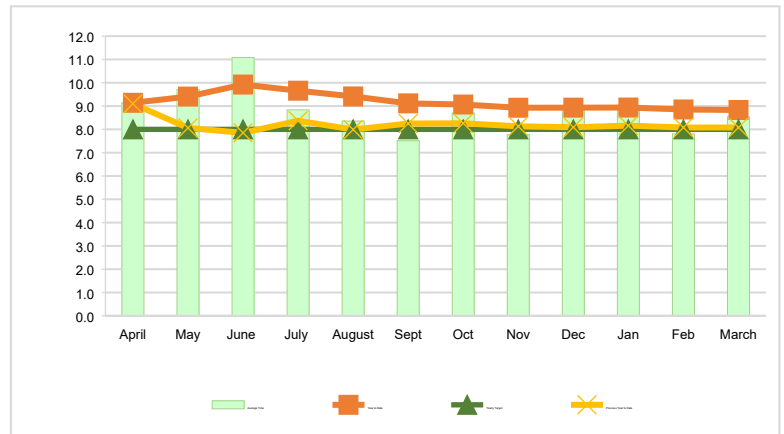
Annual Target: 90%			
Month	No. of repairs	Monthly Performance	Year to Date
April	1,961	92.71%	92.71%
May	1,980	93.74%	93.23%
June	1,999	93.70%	93.38%
July	2,063	92.97%	93.28%
Aug	2,087	94.73%	93.58%
Sept	1,094	93.78%	93.60%
Oct	1,948	92.81%	93.48%
Nov	1,980	93.54%	93.49%
Dec	1,642	94.34%	93.57%
Jan	2,419	94.01%	93.63%
Feb	2,083	94.05%	93.67%
March	1,993	93.83%	93.68%



Performance for first time fixes has improved significantly over the last few years. Our first time fix rate for 2018/19 was 93.68%, compared to 90.21% in 2017/18, 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	9.1	9.1
May	9.7	9.4
June	11.1	9.9
July	8.8	9.7
Aug	8.4	9.4
Sept	7.5	9.1
Oct	8.7	9.1
Nov	7.8	8.9
Dec	9.0	8.9
Jan	9.0	8.9
Feb	7.8	8.9
March	8.5	8.8



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:
    - The Housing Repairs Service have had various recruitment opportunities over the last year, which has given staff the opportunity to act up in these roles for a short term period. This has led to upskilling and increased knowledge within our own workforce. It has allowed us to focus on learning and development within the service to further improve performance and enhance our service to the customer.
    - HRS has carried out a large amount of work around ensuring the service is compliant with current and upcoming regulations. Over the last year, HRS has become a FENSA accredited window installer and retained all other accreditations. It will currently start carrying out “Drone surveys” to reduce the reliance on scaffolding to carry out high-level inspections and has achieved CAA registration to carry out this work. Over the next year, we aim to achieve BM-Trada accreditation to allow HRS to inspect, maintain and install fire doors to the council housing stock and reduce the reliance on contractors to carry out this work.
    - Over the last year HRS have carried out several procurement exercises with contractors, and this will continue through 2020/21 with several small contracts coming to an end. We will be working towards two significant procurement exercises at the start of 2021 (Fleet and Materials).
    - Finally, HRS were nominated for a Most Improved Performer in Building Maintenance by APSE Performance Networks.

## **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.

### **7.2 Legal Implications**

There are no legal implications arising from this report.

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

No impact.

### **7.4 Risk Implications**

No risks identified from this report.

## **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



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<b>SUBJECT:</b>	<b>MODERN SLAVERY, CHARTER AND STATEMENT REVIEW</b>
<b>DIRECTORATE:</b>	<b>COMMUNITIES AND ENVIRONMENT</b>
<b>REPORT AUTHOR:</b>	<b>FRANCESCA BELL, PPASB &amp; LICENSING SERVICE MANAGER</b>

## 1. Purpose of Report

- 1.1 To inform the committee of the councils roles and responsibilities relating to Modern Slavery.
- 1.2 To update the committee of the revised Modern Slavery statement.
- 1.3 To appraise the committee of the achievements made in this area and any areas of risk.
- 1.4 To update the committee on our compliance with the modern slavery charter.

## 2. Executive Summary

- 2.1 The report sets out the council's commitment to recognising and reducing risk around Modern Slavery across our business. Sets out our compliance with the Modern Slavery Charter. Refreshes the Modern Slavery Statement and appraises the committee of the achievements made within this area and highlights any outstanding risk to the authority.

## 3. Modern Slavery

- 3.1 Modern Slavery is a broad term that can include:
  - Forced labour – any work or services, which people are, forced to do against their will under the threat of some form of punishment.
  - Debt bondage or bonded labour – the world's most widespread form of slavery, when people borrow money they cannot repay and are required to work to pay off the debt, then losing control over the conditions of both their employment and the debt.
  - Human trafficking– involves transporting, recruiting or harbouring people for the purpose of exploitation, using violence, threats or coercion.
  - Descent-based slavery – where people are born into slavery because their ancestors were captured and enslaved; they remain in slavery by descent.
  - Child slavery – many people often confuse child slavery with child labour, but it is much worse. Whilst child labour is harmful for children and hinders their education and development, child slavery occurs when a child is

exploited for someone else's gain. It can include child trafficking, child soldiers, child marriage and child domestic slavery.

- Forced and early marriage – when someone is married against their will and cannot leave the marriage. Most child marriages can be considered slavery.

### 3.2 City of Lincoln Councils role in stopping Modern Slavery;

- Ensuring staff have a clear understanding of Modern Day Slavery and know how to recognise and report signs.
- Communicating and promoting materials highlighting Modern Day Slavery as an issue within Lincolnshire.
- Ensuring our Procurement procedures are in line with the Modern Day Slavery Charter
- Ensuring we have a current Modern Slavery Statement

## 4. Revised Modern Slavery Statement 2020/21

4.1 It is a statutory requirement for all local authorities to have a Modern Slavery Statement. This should detail how the authority identifies, reduces and manages risks around Modern Slavery. A copy of the City of Lincoln Councils revised Modern Slavery Statement 2020/21 is provided in Appendix A.

## 5. Appraisal of the achievements made in this area and any areas of risk.

5.1 Over the course of the last 18 months the City of Lincoln Councils Internal Safeguarding meeting has been rebranded as 'Protecting Vulnerable People' and has been expanded to encompass Hate Crime, PREVENT, Domestic Abuse and Modern Slavery. This approach ensures that we have a coordinated approach to a range of safeguarding issues and can ensure that training of staff and any materials that may be needed to protect vulnerable people are centrally stored.

5.2 The group have initially worked on a number of priorities that focus around training of staff and ensuring that reports are centrally stored and auditable. The training is currently being brought up to date.

5.3 A Modern Slavery guidance note is now available to all staff on city people and is attached as **APPENDIX C**.

5.4 All front line staff undertake Modern Slavery awareness training as part of their safeguarding training pathway provided via virtual college. We have also ensured that face to face training has been provided to all elected members.

## 6. The Charter

6.1 The Charter against Modern Slavery is specifically challenging local authorities to be mindful of Modern Slavery throughout the business it does. This is done via proactively vetting our supply chains to ensure that no instances of Modern



Slavery are taking Place. A copy of the Charter against Modern Slavery is contained in **Appendix B**.

6.2 The charter contains 10 commitments for local authorities to attain. Officers have reviewed these and in the main most of these are currently being achieved. Where there is a slight deviance from the requirement Officers are currently working on ensuring compliance.

6.3 Adherence to the charter is also undertaken when appointing suppliers and to date there have been no issues with any aspect of this.

## 7. **Strategic Priorities**

7.1 Professional, High Performing Service Delivery  
This underpins our ability to achieve our strategic priorities.

7.2 Let's Reduce inequality

## 8. **Organisational Impacts**

8.1 Legal Implications

There are no legal implications as a result of this report

8.2 Financial Implications

There are no financial implications as a result of this report

8.3 Equality & Diversity implications

The potential for any Equality and Diversity issues to arise has been considered and it is concluded that no issues relating to this, nor the Human Rights Act 1988 are relevant.

## 9. **Recommendation**

9.1 That performance scrutiny consider and comment on the report and look to formally adopt the revised statement.

**How many appendices does the report contain?** 3

**List of Background Papers:** Appendix A – Modern Slavery Statement 2020/21  
Appendix B – Charter Against Modern Slavery  
Appendix C – Modern Slavery guidance note

**Lead Officer:** Francesca Bell – Public Protection, ASB and  
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Telephone (01522) 873204

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**Modern Slavery Act Transparency Statement 2020-2021**

This statement sets out City of Lincoln Councils roles and responsibilities in identifying and reducing risks relating to modern slavery across its business areas and to put in place steps that are aimed at ensuring that there is no modern slavery or human trafficking in its own business, and its supply chains.

This statement relates to actions and activities during the financial year 1st April 2020 - to 31st March 2021.

As part of Local Government, the Council recognises that it has a responsibility to take a robust approach to slavery and human trafficking.

The Council is absolutely committed to preventing slavery and human trafficking in its corporate activities and to ensuring that its supply chains are free from slavery and human trafficking. The list below sets out practices already in place at the Council which provides the starting point for addressing the requirements of the Modern Slavery Act.

**Corporate Plan**

The Council's Corporate Plan and agenda sets out the councils priorities. Therefore it remains a priority to continue to develop our standards and ethics through a number of supporting initiatives including our Living Wage commitment, which was first adopted in late 2013.

**Policies**

The Council has a wide range of published policies and procedures covering the extent of its responsibilities. These are subject to regular review to take into account national and local policy changes and new or revised legislation. Any impact on the workforce is considered within HR policies and procedures.

**HR Policies and Procedures**

The Council takes a robust approach to reviewing and updating its suite of HR policies and supporting procedures which are published on the Council's website.

The following policies and procedures are considered to be key in meeting the requirements of the Modern Slavery Act:

**Officer's Code of Conduct**

The Council's Officer Code of Conduct makes clear to employees the actions and behaviours expected of them when representing the Council. The Council strives to maintain the highest standards of employee conduct and ethical behaviour and breaches are investigated.

**Recruitment**

The Council's recruitment processes are transparent and reviewed regularly. This includes robust procedures in place for the vetting of new employees and ensures

They are able to confirm their identities and qualifications, and they are paid directly into an appropriate, personal bank account.

### **Agency Workers**

The Council uses only reputable employment agencies to source labour and verifies the practices of any new agency it is using before accepting workers from that agency.

### **Pay**

The Council operates a Job Evaluation Scheme which ensures that all employees are paid fairly and equitably. In addition to this, the Council, in 2013/14, introduced the Living Wage.

### **Whistleblowing**

The Council encourages all its employees, customers and other business partners to report any concerns related to the direct activities or the supply chains of the Council. The Council's whistleblowing procedure is designed to make it easy for employees to make disclosures, without fear of retaliation.

### **Councillors Code of Conduct**

The Council expects all Councillors to demonstrate the highest standards of conduct and behaviour. All Councillors are required to abide by a formal Code of Conduct. Breaches are investigated by the Monitoring Officer.

### **Councillors Declarations of Interests**

The Council expects all Councillors to record and declare pecuniary and non-pecuniary interests. Registers are published and reviewed annually.

### **Councillors Induction and Training**

Councillors complete induction training on election which includes equality and diversity. A wide variety of additional training is offered which includes Safeguarding.

### **Safeguarding**

The Council embraces its responsibility to develop, implement and monitor policies and procedures to safeguard the welfare of children and vulnerable adults and protect them from harm. The Council has a policy which all staff and councillors are expected to read and work within. The Council works within multi-agency partnerships to protect and safeguard people. The council has a designated Safeguarding lead and also has a Vulnerable Adults Panel and a Protecting Vulnerable People Group that oversees policy and training requirements.

### **Training**

The Council has a comprehensive programme of training for employees with some aspects being mandatory for all to complete regardless of their job role. This includes Equality & Diversity and Safeguarding Awareness training. Training enables officers in community-facing roles to identify and know how to report incidents of abuse and neglect, including modern slavery and trafficking.

**Contractors and Service Providers**

The Council expects its key contractors to have safeguarding policies, procedures and training in place.

**Employee Representatives**

The Council recognises and proactively works with trade union organisations.

**Partnership Working**

The Council works in partnership with a wide range of agencies to prevent neglect and abuse, to detect and report occurrences and to support victims.

**High Risk Areas**

The Council has determined that there are no areas of its business that are considered to be at high risk of slavery or human trafficking. However all policies and procedures will be kept under review and staff and member training programmes maintained to ensure this position is maintained.

Approved by Full Council:

Date:.....

Renewal Date:.....

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## the co-operative party

# Charter Against Modern Slavery

[Your Council Name] will:

1. Train its corporate procurement team to understand modern slavery through the Chartered Institute of Procurement and Supply's (CIPS) online course on Ethical Procurement and Supply.
2. Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies, with contract termination as a potential sanction for non-compliance.
3. Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery.
4. Highlight to its suppliers that contracted workers are free to join a trade union and are not to be treated unfairly for belonging to one.
5. Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery.
6. Require its tendered contractors to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.
7. Review its contractual spending regularly to identify any potential issues with modern slavery.
8. Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.
9. Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery.
10. Report publicly on the implementation of this policy annually.

[ENDS]

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## **Modern Slavery**

[https://www.youtube.com/watch?v=\\_Oh6LgyLFxI](https://www.youtube.com/watch?v=_Oh6LgyLFxI)

more videos at

<http://www.antislaverycommissioner.co.uk/resources>

### **Modern slavery**

Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

The term 'Modern Slavery' captures a whole range of types of exploitation, many of which occur together. These include but are not limited to:

- sexual exploitation
- domestic servitude
- forced labour
- criminal exploitation
- other forms of exploitation: organ removal; forced begging; forced benefit fraud; forced marriage and illegal adoption.

### **The role of councils**

Councils have a key role to play in tackling modern slavery, including in identifying and supporting victims and working in partnership locally. Councils' role can be separated into four distinct areas:

1. identification and referral of victims
2. supporting victims – this can be through safeguarding children and adults with care and support needs and through housing/homelessness services
3. community safety services and disruption activities
4. ensuring that the supply chains councils procure from are free from modern slavery.

Modern slavery intersects with many different areas that councils are involved with and a number of different officers might come across it while going about their everyday activities. Key examples where officers might come across victims include housing and homelessness services, community safety work, trading standards and licensing services, social services and customer services.

This is not an exhaustive list and there are many places where council staff and councillors may come across modern slavery or trafficking. Councils should consider how best to ensure a joined-up approach to the issues across their organisation.

### **What is City of Lincoln Council doing?**

- We have a modern slavery statement
- We have signed up to the modern slavery charter to ensure our supply chain is free from slavery
- We are committed to ensure all employees have a basis understanding of Modern Slavery, how to spot the signs and how to report incidents
- We are committed to supporting victims of modern slavery and their communities

### **Modern Slavery Act 2015**

The **Modern Slavery Act** 2015 consolidated the current offences relating to trafficking and slavery and introduced a range of new measures around the prevention of modern slavery events and the support and protection of victims of modern slavery. Key aspects of the Act included:

- two new civil orders to **prevent modern slavery**
- creating the role of **Independent Anti-Slavery Commissioner** and its associated functions
- the requirement for certain commercial businesses to produce transparency statements
- provision for the support and protection of modern slavery victims.

### **Duty to notify and National Referral Mechanism (NRM)**

Under the Act, local authorities have a duty to notify the Home Office of any individual encountered in England and Wales who they believe is a suspected victim of slavery or human trafficking.

The **NRM** is the process by which victims of modern slavery, including human trafficking, are recorded. The NRM was extended to all victims of modern slavery - both children and adults - in England and Wales following the implementation of the Modern Slavery Act 2015.

It was estimated that there were between 10,000 and 13,000 potential victims of modern slavery in the UK in 2013 but in 2015, only 3,266 potential victims were identified and referred to the NRM. The Duty to Notify is intended to gather better data about modern slavery.

### **Types of Modern Slavery:**

<https://static1.squarespace.com/static/599abfb4e6f2e19ff048494f/t/5b164da11ae6cfbba8d27b36/1528188329682/LWG+Local+Authorities+Modern+Slavery+Protocol+%28adults%29+-+Identification+....pdf>

### **How to report any concerns or incidents**

Go online to City People and enter the safeguarding area. You can then find more information on Modern Slavery under the headed sections.

To report an incident or concern click the 'make a safeguarding referral link and select modern slavery as the type of issue you want to report, the form will then ask you a series of questions, its important to give as many details as you can about the concern so that we can ensure we make informed decisions.

The safeguarding officer may contact you following the report to gather further information or to talk through what might happen next.

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**SUBJECT: FIRE SAFETY UPDATE**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: ANDREW MCNEIL, ASSISTANT DIRECTOR HOUSING,  
INVESTMENT AND STRATEGY/MARTIN RYAN (FIRE  
SPECIALIST)**

## 1. Purpose of Report:

1.1 To update committee on CoLC's actions / progress on fire safety in light of the Hackitt review following the tragic events at Grenfell Tower.

1.2 The report will update committee on:

The Ministry for Housing, Communities and Local Government (MHCLG) report along with the "Building a Safer Future" consultation

Recommendations taken from the Hackitt report accepted by the MHCLG

The progress made in respect of these recommendations in advance of their proposed implementation through legislation

## 2. Executive Summary

This report covers the background to consultations instigated following the Grenfell Tower fire (June 2017), it covers the main elements of the consultation process, some key findings / recommendations and CoLC's current position relating to fire safety.

Which includes:

- We have made clear improvements to fire safety process & procedure across the city with:
  - Clearer timetable for fire risk assessment (FRA) implementation
  - Improved safety checks & tests
  - Improved auditing of those tests & checks
  - Fire compartmentation improvements
  - Fire alarm upgrades (sheltered schemes)
  - Correlation of all recommended actions (FRA's)
  - Timelines for remedial actions with on-going commentary of current position
  - Improved training
  - Improved physical testing & checking of all sites (including low risk)
  - Recording of all required tests & checks (logbooks & tick sheets)
  - Collaboration with Lincolnshire Fire and Rescue Service

In conclusion, we have no combustible cladding on any of our buildings and we

are in a safe and organised position at this point, with a clear vision of possible future directions relating to the wider implications of the building and fire regulation changes. We are proactive in terms of fire safety with a blue print to continue the drive to delivering a portfolio that is the safest it can possibly be.

Until the white papers are published by government we cannot be absolutely sure of the direction the new building & fire regulations will take and what responsibilities / qualities the proposed Building Safety Manager will be required to attain / deliver.

The one thing for certain is that these changes will come, in one form or another, and they will have an impact on the future landscape of the housing market. With those who plan, develop, manage and live in these buildings having a much greater responsibility for ensuring its safety throughout its lifetime.

The work that CoLC is currently undertaking and its plans for the short term will ensure that it is at the forefront of these imminent changes, delivering safe properties for its residents and ensuring “a safer future” for its buildings.

### **3. Background**

Following the tragic events of June 2017, when Grenfell Tower, a high rise residential building (HRRB), was the subject of a catastrophic fire which claimed the lives of 72 men, women & children there has been a concerted effort to investigate, analyse and improve fire safety across all types of building (but specifically residential units).

The subsequent consultations “building a safer future” led by Dame Judith Hackitt and the public enquiry led by Sir Martin Moore-Bick have discovered a number of key failings relating to the following issues:

- Combustible cladding to the external faces of the building
- Regular inspection, testing and recording of all life safety infrastructure
- General maintenance of the building (more specifically life safety systems)
- Management of buildings and how residents live within them
- Key failings relating to the London fire & rescue services responses

Further consultations have taken place subsequently, relating to the regulatory reform (fire safety) order 2005 (RRO) and “raising the bar” concerning the levels of competency currently within the fire & building safety industry. Both consultations sought to gather feedback and recommendations for improvement.

These consultations are now concluded (except the public enquiry with phase 2 due to start early 2020) and improvements are being debated and discussed with proposal expected towards the autumn of 2020.

Central government’s response to the “Hackitt enquiry” is well documented with former Secretary of State for Housing, Communities and Local Government pledging to carry out 100+ changes to the Building & Fire regulations against the 62 recommended by Dame Hackitt.

The new Secretary of State for Housing, Communities and Local Government, Robert Jenrick has committed to go further still, with a reduction in maximum

height for HRRB's relating to installation of sprinkler systems and the inclusion of the building into scope of the new requirements, reduced from 30 meters to 18 meters.

The proposed bill is due to go through due process during 2020, and should be in place as statute during 2021.

In the meantime the Secretary of State has announced the implementation of an "interim building regulator" consisting of the Home Office and National Fire Chiefs Council, which will receive up to £10 million in annual central government funding. As part of its work, the board will carry out inspections of all high-risk residential buildings in England by 2021.

### 3.1 **Key Recommendations:**

Within the Hackitt report a recommendation was made that all new build and major refurbishment projects relating to HRRB's, complex and high risk buildings should be subject to a set of "Gateway" points which, unless fully satisfied would preclude a developer of new property from moving to the next, in brief they are:

- **Gateway point 1** – Initial plans relating to fire safety and access for emergency services
- **Gateway point 2** – Full plans submitted and the start of the "golden thread" (complete digital record of the building and its infrastructure to include life safety elements), the golden thread would then be required throughout the full lifecycle of the building with any changes / improvements made to be recorded as a matter of law
- **Gateway point 3** – Occupation, at this stage the regulator would need to see the handover of all required H&S and life safety information (through the digital platform – possibly "building information modelling" BIM) before occupation can occur

As a further recommendation a new role (amongst others) of, "**Building Safety Manager**" (BSM), with key roles likely to be (non-exhaustive):

- Appointed by the "Accountable Person" (New Role)
- Will be required to prove competency by way of a "building licence"
- Will be required to update "golden thread" with all changes & improvements
- Will be required to provide extensive resident engagement
- Will be required to gain access to all flats to carry out an annual (at least) inspection relating to safety infrastructure
- Will be required to manage all elements of inspection, repair, servicing and maintenance to the building and record within the golden thread
- Will be required to carry a "safety case" review (recommended at 5 yearly intervals)
- Will be required to maintain and update all floor and other plans both digitally and paper copies

### 4. **City of Lincoln current position:**

Over the last year we have been working proactively on the overall fire safety

elements within the housing stock across the city, an interim Fire Assurance Manager was appointed with a permanent replacement currently being recruited.

During this time we have completed the following actions & improvements:

- Instructed and carried out (competent fire risk assessment contractors) new fire risk assessments (FRA's) to all 12no. higher risk sites
- These sites consist of 3no. HRRB's, 7no. Sheltered schemes, 1no. community hub & Hamilton House
- Overall action log spreadsheet created which includes all recommendations from the completed FRA's for all sites. The actions are categorised in order of risk Red, Amber & Green. The action log also has comments of the progress along with completion dates of all required actions
- Carried out a number of compartmentation works to seal breaches in fire compartments
- Carrying out fire alarm improvements and upgrades to voice connectivity within sheltered schemes, if fire alarm activates within a flat the resident is connected directly and instantly to the control centre who can then check if it is a false alarm or a real fire. This cuts down on false fire service call outs and improves life safety with residents getting help much sooner if required
- A revision of all sites fire safety checks Implemented with new fire safety log books introduced covering daily, weekly & monthly tests and checks within the buildings which are then recorded with any actions required noted and notified
- Implemented a monthly auditing regime (carried out by the Safety Assurance Team – SAT), site log books are inspected to ensure checks are being performed as required and where any remedial works are required that they have been completed. These audits are recorded and discussed at quarterly SAT team meetings
- Process to carry out annual full FRA (to be performed by external competent contractor) to all 12no. higher risk buildings implemented with the next assessments to be carried out July 2020
- Low risk low rise housing stock (approximately 800no. buildings) to have a full FRA conducted every five years (starting early 2020) along with monthly on-going inspections carried out by RO & ROSS's on a monthly basis at all other times
- New on-line training modules created relating to the required checks mentioned above with training scheduled for January 2020
- New building checklists created ready for implementation in line with the training to be provided
- New guidance "procedures for the control of fire incidents at CoLC properties" completed and implemented – this document covers safe procedures and actions when dealing with major fires with residential properties and covers elements such as asbestos awareness and structural concerns etc.
- Cost studies and research conducted into possibility of adding sprinkler systems to our 3no. HRRB's indicative costs produced and discussed, currently assessing financial impact on HRA
- Liaison with Lincolnshire fire and rescue service (LFRS), regarding our sheltered schemes and HRRB's, who have commended CoLC on their "continued and concerted efforts to improve fire safety across its sites"



- Strategic meeting held with LFRS to discuss emergency evacuation planning for a major incident within a HRRB / complex building and the possible pitfalls / outcomes
- Continued collaboration surrounding this process is on-going with a possible desk top scenario the next likely outcome to test plans & planning

## **5. Strategic Priorities**

### **5.1 Let's deliver quality housing**

The measures we are taking aim to ensure that our tenants and leaseholders in Higher Risk Buildings have fire safety at the core of our management.

## **6. Organisational Impacts**

### **6.1 Finance (including whole life costs where applicable)**

All costs related to fire safety works are currently funded from the Housing Revenue Account

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

As outlined in the report

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

### **6.4 Human Resources**

The Safety Assurance Team, within Housing and Investment currently advises and oversees fire assurance for the department. The manager for this Team is currently being recruited. As part of the recruitment process the job description for the post has been revised with an increased emphasis on fire safety. In the interim the position is being covered by a specialist with suitable qualifications and experience.

### **6.5 Land, Property and Accommodation**

The report covers how the council is ensuring fire safety in its residential property

### **6.6 Corporate Health and Safety implications**

The proposed role of Building Safety Manager may have a wider implication for corporate Health and Safety. At present the recommendations are for High risk residential buildings.

## **7. Risk Implications**

### **7.1 (i) Options Explored**

Whilst the residential building we manage do not contain any combustible cladding the proposals explored in the MHCLG consultation shape the option we have proposed

### **7.2 (ii) Key risks associated with the preferred approach**

The preferred approach will enable the council to adopt the MHCLG proposals at an early stage. Whilst there will be a transition period of up to 5 years, not looking to encompass these proposals could create a reputational issue.

## **8. Recommendation**

8.1 The committee notes the progress that the council has made in addressing the issues and proposals from the Hackitt review

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	Yes/No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	Yes/No
<b>How many appendices does the report contain?</b>	None
<b>List of Background Papers:</b>	None

**Lead Officer:** Andrew McNeil, Assistant Director  
Telephone (01522) 873214

## PEFORMANCE SCRUTINY COMMITTEE

23 JANUARY 2020

**SUBJECT: WORK PROGRAMME FOR 2019/20**

**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 2019/20 (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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**5 June 2019 (Monitoring Overview)**

Item(s)	Responsible Person(s)	Vision 2020 Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed): Outturn 2018/19 Quarter 4	Jaclyn Gibson/ Colleen Warren	Quarterly Report Professional High Performing Services
Strategic Performance Measures	Graham Rose	
Performance Monitoring Outturn 2018/19 Quarter 4	Pat Jukes	Quarterly Report-Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2018/19 (Outturn)	Jaclyn Gibson/Colleen Warren	Six Monthly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report	Jaclyn Gibson/Colleen Warren	Quarterly Report Professional High Performing Services
Corporate Performance Targets	Pat Jukes	Report-Professional High Performing Services
Introduction of a New Homelessness Act (deferred from 28 March 2019)	Alison Timmins	

11 July 2019

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – 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
<b>Monitoring Item(s)</b>		
Central Lincolnshire Local Plan Annual Report 2018/19 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth

**22 August 2019 (Monitoring Overview)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Colleen Warren	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	Martin Walmsley	Annual Report Professional High Performing Services
Income/Arrears Monitoring report	Martin Walmsley	Annual Report Professional High Performing Services
Christmas Market Outturn Report 2018 (deferred from 11 July)	Simon Colburn	Annual Report Lets Drive Economic Growth
Car Parking Income Generation Strategy	Simon Walters	

**3 October 2019 (Thematic Reviews)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
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
<b>Other Item(s)</b>		
Pre-Christmas Market 2020 verbal event report	Simon Colburn	Requested Lets Drive Economic Growth
The Lincoln City Profile	Pat Jukes/Nathan Walker	Professional High Performing Services



**21 November 2019 (Monitoring Overview)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Nathan Walker	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 2	Jaclyn Gibson	Quarterly Report Professional High Performing Services Services
Treasury Management and Prudential Code Update Report – Half Yearly Report	Colleen Warren	Half Yearly Report Professional High Performing Services
<b>Other Items:</b>		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

9 January 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
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
<b>Monitoring Item(s)</b>		
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services
Sincil Bank Revitalisation	Andrew McNeil/Paul Carrick	

23 January 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
Quality Housing Vision 2020 Progress Report	Daren Turner	Lets Deliver Quality Housing
<b>Monitoring Item(s)</b>		
Performance Report-HRS	Gareth Griffiths	Annual Report Lets Deliver Quality Housing
Modern Day Slavery Performance Report	Francesca Bell	Requested Report
Fire Risk – Response to Grenfell	Andrew McNeil/Daren Turner	Requested Report

**20 February 2020 (Monitoring Overview)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 - Update	Democratic Services	Regular Report
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
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Colleen Warren	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	Colleen Warren	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Colleen Warren	Annual Report Professional High Performing Services
Celebrating Vision 2020	Angela Andrews	

26 March 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2020/21	Democratic Services	Regular Report
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
Strategic Performance Measures	Pat Jukes	Professional High Performing Services
<b>Other item(s)</b>		
Christmas Market 2019 Outturn Report	Simon Colburn	Annual Report Lets Drive Economic Growth
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth
Homelessness Act 2018	Paula Burton	Annual Progress Report Quality Housing

### Portfolio Under Scrutiny Sessions

<b>Date</b>	<b>Portfolio</b>
11 July 2019	Our People and Resources
3 October 2019	Economic Growth
21 November 2019	Reducing Inequality
23 January 2020	Housing
20 February 2020	Remarkable Place
26 March 2020	Customer Experience and Review