



## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 17 June 2019**

**6.00 pm**

**Committee Room 1, City Hall**

Membership: Councillors Christopher Reid, Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Loraine Woolley, Alan Briggs, Edmund Strengiel, Debbie Rousseau, Sheila Watkinson, Barber and Liz Bushell

Substitute members: Councillors Biff Bean and Parry

Officers attending: Democratic Services, Chris Morton and Daren Turner

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### AGENDA

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<b>SECTION A</b>	<b>Pages</b>
1. Confirmation of Minutes - 19 March 2019	<b>3 - 8</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. LTP Matters	
4. Quarter 4 2018/19 - Performance Summary	<b>9 - 14</b>
5. Work Programme Update	<b>15 - 18</b>

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- Present:** Councillors Councillor Gary Hewson (*in the Chair*), Bob Bushell, Pat Vaughan and Loraine Woolley
- Apologies for Absence:** Councillor Alan Briggs, Councillor Edmund Strengiel and Christine Lamming
- Also in Attendance:** Debbie Rousseau (Chair of LTP), Sheila Watkinson and Mick Barber (Vice-Chair of LTP)

**30. Confirmation of Minutes - 28 January 2019**

RESOLVED that the minutes of the meeting held on 28 January 2019 be confirmed.

**31. Declarations of Interest**

No declarations of interest were received.

**32. Repairs (Verbal Report)**

Matt Hillman, Maintenance Manager gave a presentation on Decent Homes and Responsive Repairs in response to a question asked at a previous Housing Scrutiny Sub Committee on why the numbers of day to day repairs were so high given the amount of decent homes work that had been completed.

He highlighted the following main points:

- What was Decent Homes?
  - It met the current statutory minimum standard for housing
  - It was in a reasonable state of repair
  - It had reasonably modern facilities and services
  - It provided a reasonable degree of thermal comfort.
- Lincoln Standard
- Investment Performance
- What was a responsive repair?
  - City of Lincoln Council was responsible for the structure, exterior, services and common parts of the property.
- Areas covered by Maintenance
  - Emergency Repair (24 hours) Remove immediate danger to the occupants of a property or outside space.
  - Urgent Repair (3 day) – Any defect where comfort or convenience of the tenant or third party was seriously affected.
  - Routine Repair (20 day) Any defect that could be deferred without serious discomfort, inconvenience or nuisance to a tenant or a third party, and could wait until the next convenient maintenance visit.
- Maintenance Figures
- Decent Homes Delivery vs Repair Volume
  - Maintenance and Investment were looking at options to share the asset management register to include customer services and inspectors.
  - Repairs were only carried out once reported by the customer.

- Some repairs would require multiple tickets – thus creating more repair numbers (plastering, damp and mould).
- Inspection tickets were also included within the figures (Voids/ condensation).
- Further repairs were required dependent upon asset type (Kitchen type/ shower type).
- Recharges were also included in the figures.
- Renewal based upon condition not life span.
- Customers could not be forced to have decent home work carried out (refusals were taken out the figures and completed during void)
- Next Steps
- Invited members questions and comments:

**Question:** How was damage to communal areas dealt with?

**Response:** The Rechargeable Repairs Policy would be used if possible, it was a contentious area and Officers were currently looking at ways to improve the system.

**Question:** Would it be better to do a non-slip, white wash flooring in all communal areas?

**Response:** There was an ongoing contract to do this. The comments would be reported back to the Asset Team regarding the flooring.

**Comment:** The level of repairs in the new build properties were high.

**Response:** This would be reported back to the New Build Team.

**Comment:** Expressed concern over fire safety as some bungalows only had 1 door in and out of the property.

**Response:** Any new window that had been fitted would provide a means of escape. If there was a vulnerable person living in the property they could contact the fire service for advice. Also if a new window was required at the property they could contact the Council and we would look to improve it.

**Comment:** Referred to the new build properties and commented that tenants needed to report issues so that the contractors could come back and fix the issues.

**Question:** Were the new build properties visited?

**Response:** Yes there was a Tenant visit when they moved into the properties. Contractors would come back and sort out any snagging repairs.

Darren Turner, Director of Housing and Investment explained that repairs was a complex issue and the number of repairs and decent homes did not link together. There were a number of factors that affected the repairs figures, this included the way that repairs were categorised for example 1 repair could generate multiple tickets and increase the number of repairs completed in the figures.

RESOLVED that the contents of the presentation be noted.

### 33. LTP Matters (Verbal Report)

Debbie Rousseau, Chair of Lincoln Tenants Panel advised on the following main points:

- The Housing Fun Day had been organised and it would be used to advertise the vacant LTP seats.
- A meeting on green spaces would be held.
- A clean up green day would be held in the Ermine, if successful this would be rolled out to other areas across the City.
- The LTP would look at Estate Inspections and why they had been scaled down as it was important to hold them each year.

Chris Morton, Resident Involvement Manager clarified that Estate Inspections still took place, however, the Council had changed how they were done in 2016.

Daren Turner, Director of Housing and Investment suggested that a ward walk take place to understand the best way to undertake the Estate Inspections.

#### **34. LTP Annual Report**

Debbie Rousseau, Chair of Lincoln Tenants Panel

- a. presented the activities and achievements of the Lincoln Tenants Panel between 1 April 2018 and 31 March 2019.
- b. thanked all the LTP members for their work in making the panel a success and the officers for the report received
- c. referred to paragraph 4 of the report and highlighted the activities that the Lincoln Tenants Panel had been involved with over the last year.
- d. referred to paragraph 5 of the report and highlighted the priorities for the LTP panel over the next 12 months.

RESOLVED that the contents of the report be noted.

#### **35. Resident Involvement Update**

Chris Morton, Resident Involvement Manager

- a. provided an update on resident involvement including:
  - Activities and Achievements in 2018
  - Objectives for 2019
- b. advised that effective engagement with residents was important for a number of reasons:
  - Feedback could lead to better service design and the most important issues being tackled.
  - Tenants felt empowered and had a choice about the service they received.
  - To meet the regulatory framework published by Homes England.
- c. detailed the main achievements for 2018:

- Managed the Community Investment Scheme
- Produced the Home! Magazine and Annual Report
- Helped the Voids Team to re-start tenant inspections of void properties
- Organised the visit for the Ministry of Housing Communities and Local Government.
- Assisted LTP in responding to the Government's consultation on the Housing Green Paper
- Facilitated LTP to carry out scrutiny into key service areas.
- Delivered the housing fun day.
- Increased the amount of 'likes' on Facebook
- Carried out activities to help residents tidy and look after their estates.

d. advised on the main objectives for 2019:

- Update Tenant Involvement Strategy to take into account the Housing Green Paper.
- Improve LTPs ability to provide meaningful feedback
- Carry out tenant led scrutiny of services.
- Get more tenants involved and publicise Resident Involvements achievements.
- Improve social media engagement.
- Get community investment applications and publicise the success.
- Help residents have tidy estates and improve them.
- Involve residents with fire safety.

e. invited members questions and comments:

**Question:** How would individuals apply for funding for a community project?

**Response:** They should contact the Resident Involvement Team who would help them put a group together and to submit an application.

The Chair suggested that one of the Housing Scrutiny Sub Committee meetings be held in the community to encourage more engagement from residents.

RESOLVED that

1. the contents of the report be noted.
2. a future Housing Scrutiny Sub Committee be held at a venue in the community.

### 36. Quarter 3 (2018/19) - Performance Report

Yvonne Fox, Assistant Director of Housing

- a. presented the Housing Scrutiny Sub Committee with an end of quarter report on performance for the third quarter of the year (October 2018 – December 2018)
- b. advised that of the 23 measures 14 were on or exceeding targets for the year and 11 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:
  - Arrears as a percentage of rent debit
  - Complete repairs right first time
  - Average days to resolve ASB cases
- d. further highlighted areas that had not achieved their target and explained the reasons for this:
  - Complaints
  - Average re-let period – All dwellings (including major works) – (days)
- e. invited committees questions and comments

**Question:** Referred to the percentage of calls answered within 60 seconds and asked why it was below target?

**Response:** This had been raised with the customer contact centre and it was due to an increased volume of calls that they were receiving.

**Question:** Had tenants been involved in setting the performance targets for the forthcoming year?

**Response:** Officers had liaised with tenants and it was also on the agenda for the next LTP meeting.

**Question:** Would the current voids process be altered?

**Response:** The whole process would be looked at to improve practices and procedures. The standard of voids properties would not be reduced.

**Comment:** Only Councillor enquiries that went through the PA to the Director of Housing and Investment were logged within the performance indicator 22A. It was important that Councillors went through the PA rather than straight to the Housing Officer.

RESOLVED that the report be noted.

### 37. Work Programme Update

The Chair

- a. presented the draft 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 within the work programme.
- c. suggested that the following items be added to the work programme:
  - Tenancy Agreement
  - Supported Housing Update
  - Homelessness/ Action Lincs/ Rough Sleeper Interventions

RESOLVED that

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

- Tenancy Agreement
- Supported Housing Update
- Homelessness/ Action Lincs/ Rough Sleeper Interventions

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 4 – 2018/19</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

- 1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the third quarter of year 2018/19 (January 2019 – March 2019). See Appendix A.

**2. Executive Summary**

- 2.1 This report combines all performance relevant to Housing Landlord issues.
- 2.2 In total there are 21 measures and of these, 12 are on or exceeding targets for the year, 8 have not met the targets set and 1 does not have a required target.

**3. Background**

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

**4. Main Body of Report**

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

**Arrears as a % of rent debit**

At the end of quarter four, arrears are 2.66% or £737.513. This falls well within the

target of 3.65% set, this target was set with the full implementation of Universal Credit and its impact on our service in mind. At the end of March, we had 1,128 UC claimants, of which 806 were in arrears. 52% of our total arrears are people claiming Universal Credit (£380,029). It is anticipated that the number of claimants will continue to increase on an upward trajectory in 2019/20 financial year.

#### **% of all repairs carried out within time limits**

All indicators within the housing repairs service met or exceeded targets for this financial year. 98.65% of all responsive repairs were carried out in time for the year, this was a further improvement on the final outturn in the previous year. 100% of all emergency tickets raised were completed/made safe within 24 hours. 97.5% of all urgent repairs (3 day tickets) were completed within time, and 98.3% of all non-urgent repairs (20 day tickets) were completed in time.

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

Performance within this area has continued to improve during the financial year. The average time to resolve an ASB case at year end is 64 days, it was previously 78 days at quarter one. Regular monitoring of all cases continues to take place and cases are closed by officers in agreement with their managers. We will also be dip testing a percentage of cases to ensure procedures are being adhered to and that we are providing a quality anti-social behaviour service to our tenants.

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

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

The re-let time for all voids at the end of March was 30 days, against a target of 25 days. The number of void properties within the process has significantly increased due to the New Build Project and an increased amount of evictions taking place. Receiving offers on available properties from applicants is a contributing factor for the delay on the overall void time, the main delays coming with sheltered properties. Work is continuing within the Housing Solutions team to remedy the situation. We will be reviewing the pre-tenancy process to ensure that an efficient and fit for purpose process is implemented.

#### **% of non-decent homes**

10 of the 16 current failures are where fire doors are due for replacement. As a result of government guidance we have been unable to resolve these this year. They have been placed on programme for 2019/2020. Out of the other 6 Failures 5 are on programme for 2019/20 and the other will be reviewed for programme.

#### **% of calls answered within 60 seconds**

Our calls are taking longer, this is possibly down to the new phone system, repairs calls are definitely longer since we changed the system. The longer each call is the longer the customers in the queue will wait. We have also pushed “easy” calls to more self-services so the calls we do get are more complex.

Anecdotally, the fact customers know where they are in the queue encourages them to wait, rather than hang up and try again later, our abandonment rate used to be over 25% now it is less than 10%, again lengthening the wait time.

## **5. Strategic Priorities**

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

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

## **6. Organisational Impacts [FINANCE, LEGAL AND EQUALITY & DIVERSITY SECTIONS BELOW ARE MANDATORY AND MUST NOT BE DELETED]**

### **6.1 Finance**

There are no direct financial implications arising from this report.

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

No impact

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

No impact

## **7. Risk Implications**

### **7.1 (i) No risks identified in this quarter.**

## **8. Recommendation**

### **8.1 Members are asked to note and comment on:**

a) The current performance outcomes during the financial year 2018/19 ;

b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

**Is this a key decision?**

Yes/No

**Do the exempt information categories apply?**

Yes/No

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

Yes/No

**How many appendices does**

1

**the report contain?**

**List of Background Papers:**

None

**Lead Officer:**

Gareth Griffiths, Housing Quality and Performance  
Team Leader  
Telephone (01522) 873448

## LANDLORD SERVICES – PERFORMANCE 2018/19

## APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 17/18	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	Commentary
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	99.68%	98%	97.56%	98.19% (98.81%)	99.83% (103.34%)	99.24% (97.40%)	Better than target. In the year we collected £2,194,171.
126	Arrears as a % of rent debit	2.11%	3.65%	2.72%	2.95%	2.47%	2.66%	Better than target. Year-end arrears are £737,513.
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.97%	0.90%	0.72%	0.70% (0.68%)	0.84%	0.92% (0.98%)	Below target.
58	Average re-let period – General needs (excluding major works) – (days)	21.07	20 days	23.26	22.49 (21.82)	24.68 (27.22)	25.23 (27.66)	Below target.
61	Average re-let period – All dwellings (including major works) – (days)	26.77	25 days	26.42	26.47 (26.53)	28.26 (30.59)	30.02 (36.43)	Below target.
<b>Allocations</b>								
85A	% of offers accepted first time	75.05%	80%	77.69%	82.45% (87.83%)	83.73% (85.55%)	82.50% (78.15%)	Below target.
<b>Repairs</b>								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100.00%	100.00% (100%)	100.00% (100%)	100.00% (100%)	Better than target.
32	% of all repairs carried out within time limits	97.49%	97.5%	98.00%	98.36% (98.75%)	98.55% (98.95%)	98.65% (98.98%)	Better than target.
33	Average time taken to complete repairs	6.59 days	8 days	8.6 days	8.0 days (7.3 days)	7.4 days (6.1 days)	7.2 days (6.3 days)	Better than target.
34	Complete repairs right on first visit.	90.21%	90%	93.38%	93.60% (93.84%)	93.57% (93.52%)	93.68% (93.96%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.85%	95%	96.56%	96.66% (96.77%)	96.67% (96.70%)	96.91% (97.55%)	Better than target.
41	Tenant satisfaction with repairs	96.22%	95%	97.24%	96.24% (95.29%)	96.37% (96.71%)	96.16% (95.56%)	Better than target.
<b>Decent Homes</b>								
50	% of non-decent homes	0%	0%	0.94%	0.48%	0.27%	0.21%	Below target. The number of non-decent homes excluding refusals at March 2019 was 16 properties.
48	% of homes with valid gas safety	99.96%	99.96%	99.85%	99.93%	99.93%	99.94%	Below target.

PI	Description	Actual 17/18	Target 2018/19	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	Commentary
	certificate				(100%)	(99.94%)	(99.94%)	
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	89.81%	95%	75.76%	88.46% (97.78%)	86.49% (81.82%)	88.81% (96.88%)	Below target. We received a total of 143 complaints in 2018-19, 127 of those were responded to within the 10 day target.
<b>ASB</b>								
89	% of ASB cases closed that were resolved	98.99%	94%	100.00%	99.35% (98.78%)	99.13% (98.68%)	98.25% (94.55%)	Better than target. During the year we closed 285 ASB cases, 280 of which were resolved.
90	Average days to resolve ASB cases	65.73 days	70 days	78 days	66 days (56 days)	65 days (63 days)	64 days (58 days)	Better than target.
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	100.90%	100%	14%	32.6%	44%	97.2%	Better than target.
	Expenditure against target set for year – capital programme	100.00%	100%	5.42%	18.7%	49.9%	79.4%	Better than target.
<b>Customer Contact</b>								
	% of calls answered within 60 seconds	63.91%	80%	47%	49% (51%)	48.6% (48.1%)	52.1% (62.7%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	86%	86%	Biannual survey.

**HOUSING SCRUTINY SUB-COMMITTEE****17 JUNE 2019**

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

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

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

**2. Background**

- 2.1 The work programme for 2019/20 is provided for information to ensure members are aware of the forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme is regularly updated in consultation with the chair of the committee and chair of Lincoln Tenants Panel.
- 2.2 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and housing matters, this was to ensure that the work of this committee is relevant and proportionate.

**3. Recommendation**

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

**Access to Information:**

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised?

No

**Key Decision**

No

**Do the Exempt Information Categories Apply**

No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?

No

**Does the report contain Appendices?**

Yes

**If Yes, how many Appendices?**

1

**Lead Officer:**

Claire Turner, Democratic Services Officer  
Telephone 873619

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

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

**12 August 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 1 (2019/20) – Performance Report	Yvonne Fox	Quarterly Report
Homelessness/ Action Lincs/ Rough Sleeper Interventions		
Supported Housing Update	Supported Housing Update	Supported Housing Update
Work Programme Update	Democratic Services	Regular Report
Tenant Involvement Strategy (deferred from June)	Chris Morton	

**4 November 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter /2 (2019/20) – Performance and Finance Report	Yvonne Fox	Quarterly report
Tenancy Agreement		

Work Programme Update	Democratic Services	Regular Report
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### 27 January 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Housing Portfolio Holder	Councillor Nannestad	Annual Report
LTP Annual Report	Chris Morton	Annual Report
Work Programme Update	Democratic Services	Regular Report

### 16 March 2020

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