

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 21 January 2021

6.00 pm

Virtual Meeting via Zoom

Membership: Councillors Gary Hewson (Chair), Helena Mair (Vice-Chair), Thomas Dyer, Christopher Reid, Rebecca Longbottom, Laura McWilliams, Lucinda Preston, Pat Vaughan and Loraine Woolley

Substitute member(s): Councillors Jackie Kirk and Adrianna McNulty

Officers attending: Simon Walters, Daren Turner, Clare Stait, Matthew Hillman, Andrew McNeil and Heather Grover

VIRTUAL MEETING

To join this meeting please click on the link below:

<https://zoom.us/j/95262712692?pwd=U2IHdHNSNIZxTkxKcnBiTWxYNUVSUT09>

and enter the password: **160589**

Or join via phone by calling:

0330 088 5830

And using the following ID: **952 6271 2692**

AGENDA

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1. Confirmation of Minutes - 19 November 2020	3 - 12
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3. 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.	
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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Helena Mair, Councillor Thomas Dyer,
Councillor Rebecca Longbottom, Councillor Bill Mara,
Councillor Laura McWilliams, Councillor Lucinda Preston,
Councillor Pat Vaughan and Councillor Loraine Woolley

Apologies for Absence: None.

26. Confirmation of Minutes - 1 October 2020

RESOLVED that the minutes of the meeting held on 1 October 2020 be confirmed.

27. Housing Scrutiny Sub Committee Minutes - 12 October 2020

The minutes from the Housing Scrutiny Sub Committee meeting that took place on 12 October 2020 were noted.

28. Declarations of Interest

No declarations of interest were received.

29. Q1/2 Operational Performance Report

Heather Grover, Principal Policy Officer:

- a) Presented a report to Performance Scrutiny Committee with a summary of the operational performance position for quarters one and two of the financial year 2020/21 (from April 2020 to September 2020)
- b) explained performance in the following Directorates:
 - **Chief Executive's Directorate** – quarter two saw a long list of positive results, with 8 out of 20 measures above their target. Just 4 of 20 measures were below target, and whilst 5 measures negatively changed direction, most of them remained above or within target
 - **Directorate for Communities and Environment** – Out of 31 measures (of which two were annual measures), five reported above target, six were volumetric and therefore had no status, three were below target, six were reported as acceptable, with the remaining 11 measures reporting no data as a result of COVID-19. Eleven targeted measures positively changed direction , whilst just two changed in a negative direction.
 - **Directorate for Housing and Investment** – there were 19 measures in total, with 5 of those 19 measures had reported as below target for quarter two, and two had reported above target. Three of these measures were volumetric and therefore do not return a status. Three measures reported as acceptable, with the remaining 6 having no data supplied for the reporting period.
 - **Directorate for Major Developments** – there were no key operational performance measures but the directorate had

nevertheless made a significant contribution to the council's response to COVID-19.

c) Highlighted the following:

- Overall sickness absence rates had reduced since the COVID-19 pandemic and staff began working from home, health and wellbeing remained a priority with the HR team regularly providing a range of advice and guidance to support all staff with their physical and mental wellbeing
- In quarter two there were 68 complaints and one LGO complaint, which was upheld. The cumulative average time year to date across all directorates to respond to formal complaints was 5.1 days.

d) Invited members' comments and questions.

Comment: Officers explained that procurement figures had not been received this quarter because of reduced capacity to deliver data due to prolonged heavy involvement in contract negotiations.

Question: Members asked whether the full financial year would be backdated and visible?

Response: These would be available by quarter 4.

Question: Members asked for an update on the maintenance of trees in residential areas

Response: There were two full time tree officers whose work was reactive. The staff did aspire to carry out regular checks on trees within the city and these would be carried out on a risk basis when this became possible.

Question: Members asked whether there was a decent tree standard and if there wasn't, would it be looked at in the future?

Response: The Tree Officers were managing trees based on health and safety due to financial limits of the authority. Officers were to check whether there was a standard and report back to the committee.

Question: Members asked why there had been no performance recorded for grounds maintenance as they were working throughout lockdown?

Response: There were no measures recorded as the team were running a skeleton service for the first few months.

Question: Members asked whether all the monies from Government for homelessness had been received?

Response: £82,000 had been received from Government towards financial pressures.

Question: Members asked whether there was any evidence on how the new system for logging repairs was going?

Response: There had been a presentation to Housing Scrutiny Committee which stated that the new logging system was going well.

Question: Members commented that rent collection was less than this time last year and asked when the unemployment effects would be known?

Response: We believe it would be next year but it was not known. The City of Lincoln Council were trying to make more sustainable tenancies by helping tenants so their properties were not lost. The Housing Team had been put in place a hardship rent fund of £100k of which £44k had been issued to help tenants. Data on city wide unemployment would be published in the Lincoln City Profile due to come to the committee early in the new year.

Question: Members asked when the new Allocations Policy would be in place as it needed to be as soon as possible?

Response: The changes and tests of the new policy were taking place in December for implementation in January 2021.

Question: Members asked whether assessments had been carried out for staff working at home?

Response: Workplace assessments could be carried out at home.

RESOLVED that the report be referred to Executive to ensure relevant portfolio holders were placing a local focus on areas showing deteriorating performance.

30. Financial Performance - Quarterly Monitoring

Jaclyn Gibson, Chief Finance Officer:

- a) presented Performance Scrutiny Committee the second quarter's performance (up to 30th September)
- b) explained that Covid19 had taken its toll on the financial resilience of the Council as income streams had plummeted and there had been a requirement to incur costs to ensure services were being provided throughout this difficult period and to respond to consequences of the pandemic. The impacts of this were not restricted to the current financial year but would have a significant impact over the period of the current MTFs and possibly beyond. In terms of the current financial year, 2020/21, the key challenges faced were in respect of:
 - Exceptional costs of dealing with Covid19 and increased service demand
 - Loss of income

In response to calls from the sector the Government had allocated a total of £4.6bn of general purpose grant funding to support local authorities to cover expenditure related pressures and announced an income compensation scheme to recompense councils for approx 75p in every £1 of lost sales, fees and charges income. To date the council had received funding support of £1.877m for Covid19 related pressures and was forecasted to receive £2.980m through the income compensation scheme. There had however been no additional financial support provided to the Housing Revenue Account.

- c) provided information on the Council's:

- **General Fund Revenue Account** - the General Fund Summary was currently projecting a forecast budget shortfall of £183,968 (appendix A provided a forecast General Fund Summary), resulting in general balance at the year-end of £2,338,220 (subject to any final contributions to earmarked reserves). There were a significant number of forecast year-end variations in income and expenditure against the approved budget, primarily as a result of Covid19 along with variances arising from measures taken to address the budget pressures and the financial support provided by government. Full details of the main variances were provided in appendix B.

The most significant impact of Covid19 had been on the Council's income streams with monthly income levels plummeting across a range of discretionary services as well as through investments and rental streams, as a result of the shutdown of the economy and its likely phased path to recovery. The most significant of income losses had been:

- Car Parking
- Development Management, Land Charges & Building Control
- Leisure, Recreation & Tourism
- Christmas Market
- Commercial Rents
- Treasury Management
- Court Cost Charges
- Other Income Areas

- **Housing Revenue Account** – the HRA was projecting an in-year variance of a £479,378 underspend, which would increase the general balances to £1,400,449 at the end of 2020/21. Although the forecast position was an underspend there were a number of forecast year-end variations in income and expenditure as a result of Covid19 along with variances arising from measures taken to address the budget pressures. Full details of the main variances were provided in appendix D.

Significant pressures facing the HRA was in relation to its income streams, primarily its housing rent income, was as follows:

- Housing Rents
- Housing Voids
- Treasury Management
- Court Cost Charges

- **Housing Repairs Service** – the HRS was forecasting a surplus of £169,909 in 2020/21. Appendix E provided a forecast summary, with full details of the main variances provided in appendix F.

d) provided information on:

- **General Investment Programme** – the original General Investment Programme for 2020/21 in the MTFS 2020-25 amounted to £15.586m. this was increased to £16.430m following quarter 4 approvals and year end re-profiles from 2019/20. There were no changes to the programme at quarter 1 but at quarter 2 the

programme had been reduced by £5.326m to £11,104m as shown at paragraph 7.2.

the overall spending on the General Investment Programme for the first and second quarter was £0.58m, which was 5.2% of the 2020/21 programme and 10% of the active programme. This was detailed further at Appendix J.

- **Housing Investment Programme** – the original Housing Investment Programme for 2020/21 in the MTF5 2020-25 amounted to £25.640m. This was increased to £28.505m following approvals and year end re-profiles as part of the 2019/20 outturn. This had been further adjusted to £29.324m during the first quarter of 2020/21 and adjusted to £22.286m during quarter 2. A summary of the changes were shown in paragraph 7.9.

e) invited members' comments and questions.

Question: The cancellation of the Christmas Market had proved to be the right decision. Members asked for an update for the Christmas Market 2021?

Response: Next years Christmas Market was being looked at and officers were starting to scenario plan for the amount of stalls and overcrowding etc. The Virtual Christmas Market for 2020 launched on 20 November.

Question: Members asked what the additional spend in City Hall was?

Response: This was in relation to The Terrace and Managed Workspace, not just City Hall and the supply of additional cleaning products. There had been an increase in the cleaning regime within the buildings due to staff and tenants still working at these sites.

Question: Members asked if there was a long-term strategy for car parking to try and increase usage and income?

Response: There was a strategy for car parking which needed a comprehensive review.

Question: Members asked if independent stalls could be linked to the market to help the shops in the Bailgate?

Response: The Virtual Christmas Market would measure how many visits the site has had etc. Local businesses were advertised through this with the ambition for the Virtual Christmas Market to run alongside the actual market next year.

Question: Members asked how the Council stood with regard to the monies given in phase 1 for WGC and asked if we still had money to move this forward from phase 1?

Response: The money was reprofiled into 2021/22 due to Covid19 slowing down the work. In line with the Executive report in 2019, at this stage only funding for Phase 1a had been allocated. Grant funding was currently being sought for future phases.

RESOLVED that:

1. Performance Scrutiny Committee recommend that Executive look at a long-term car parking strategy.
2. That the report be noted.

31. Treasury Management and Prudential Code Update Report - Half Year Ended 30 September 2020

Sarah Hardy, Principal Financial Business Partner (Treasury), on behalf of Colleen Warren, Financial Services Manager:

- a) presented a report to Performance Scrutiny Committee on the Council's treasury management activity and the actual prudential indicators for the period April 1st to September 30th 2020.
- b) explained that the Council held £33million of investments at 30th September 2020. The investment profile was shown in Appendix A.
- c) highlighted that at 30th September 2020 the Council held £117.551 million of external borrowing, of which 100% were fixed rate loans. This was shown in Appendix A.
- d) invited members' questions and comments.

Question: Members asked what happened to debt in the event of Local Government re-organisation?

Response: The debt would go with the Authority involved.

RESOLVED that the report be noted.

32. Budget Review Process 2021/22

Jaclyn Gibson, Chief Finance Officer, presented members with the process for the scrutiny of the proposed budget and Council Tax for the 2021/22 financial year and the Medium Term Financial Strategy 2020-2025.

Highlighted that it was proposed that the following governance arrangements should be in place for the Group;

- The group would be made up of 9 non-Executive Members with a 7:2 proportionality share
- The Group would be a sub group of the Performance Scrutiny Committee, although Members did not have to be Members of this Committee.
- The Chair of the group would be the Chair of the Performance Scrutiny Committee
- The Group would be the main mechanism by which the Executive would formally consult scrutiny on the consideration of their budget proposals.
- The meetings would be held in public and would be administered by Democratic Services.

- Specific Portfolio Holders and Directors (or Assistant Directors) would be invited to attend the meetings of the group or be requested to provide written responses if so required.
- Advice would be provided to the Group members by officers from the Council's Financial Services Team.
- The Chair of the Group shall be required to provide a report to the next full Performance Scrutiny Committee summarising the Groups findings and making recommendations to the Executive.

Members were asked to respond to Democratic Services to confirm member's attendance for this group.

RESOLVED that:

1. The objectives and governance arrangements of the Budget Review Group for 2021/22 as set out in paragraphs 3.3 – 3.4 be noted.
2. The timetable for the Group as set out in paragraph 3.6 be noted.
3. Nominations for membership of the Group from leaders of the respective political groups be notified to Democratic Services.

33. Work Programme 2020/21

Clare Stait, Democratic Services Officer:

- a) presented the draft work programme for 2020/21 as detailed at Appendix A of her report
- b) advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair
- c) reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d) requested any relevant comments or changes to the proposed work programme for 2020/21.

RESOLVED that the work programme 2020/21 be noted.

34. Strategic Risk Register - Quarterly Review

Jaclyn Gibson, Chief Finance Officer:

- a) presented Performance Scrutiny Committee with a status report of the revised Strategic Risk Register as at the end of the second quarter 2020/21

b) reported that the strategic risk registers currently contained thirteen risks as follows:

- 1) Failure to engage & influence effectively the Council's strategic partners, council staff and all stakeholders to deliver against e.g. Council's Vision 2025
- 2) Failure to deliver a sustainable Medium-Term Financial Strategy (that supports delivery of Vision 2025).
- 3) Failure to deliver the Towards Financial Sustainability Programme whilst ensuring the resilience of the Council.
- 4) Failure to ensure compliance with statutory duties/functions and appropriate governance arrangements were in place.
- 5) Failure to protect the local authority's vision 2025 due to changing structures and relationships in local government and impact on size, scale and scope of the Council.
- 6) Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the council's Vision 2020/2025 and the transformational journey to one Council approach.
- 7) Insufficient levels of resilience and capacity exist in order to deliver key strategic projects & services within the Council.
- 8) Decline in the economic prosperity within the City Centre.
- 9) Failure to mitigate against the implications for the Council following the outcome of Brexit.
- 10) Failure to deliver key strategic projects.
- 11) Failure of the Council's key contractors and partners to remain sustainable and continue to deliver value for money
- 12) Failure to work in partnership to sustain support to vulnerable resident's post COVID19.
- 13) Failure to put in place safe working practices and social distancing measures to protect officers and service users.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2020/21 be noted.

35. Exclusion of Press and Public

RESOLVED that the press and public be excluded from the meeting during consideration of the following item(s) of business because it is likely that if members of the public were present there would be a disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

36. Strategic Risk Register - Quarterly Review

Jaclyn Gibson, Chief Finance Officer:

- a) provided members with the revised Strategic Risk Register as attached at Appendix A.
- b) invited members' questions and comments.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2020/21 be noted.

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

Apologies for Absence: None.

90. Confirmation of Minutes - 12 October 2020

RESOLVED that the minutes of the meeting held on 12 October 2020 be confirmed.

91. Matters Arising

The Chair referred to Minute Number 84 and asked for an update on the cleansing of communal facilities within the Councils Sheltered Accommodation during Covid-19.

Yvonne Fox, Assistant Director – Housing advised that she had spoken to the Corporate Health and Safety Team responsible for carrying out risk assessments on the caretakers. She had been informed that the Council had a duty of care in terms of health and safety to its workforce going into unknown environments potentially to clear bodily fluids, and advised tenants to contact the caretakers of communal areas in circumstances where this type of cleansing regime was required. Tenants were being advised to make their own decision as to whether it was safe to carry out light cleaning as required.

Yvonne Fox, Assistant Director – Housing referred to previous advice given to keep staff safe that they were not allowed to brush or mop as Covid-19 was an airborne virus. The guidance would be closely monitored and the full cleaning regime would be resumed once allowed to do so.

The Chair asked whether tenants were being updated via social media of the need to be careful and to take precautions in any attempts to carry out light cleaning. It was felt that in circumstances where the Council withdrew normal services or altered services there should be a means put in place to make sure our tenants were made aware of this

Yvonne Fox, Assistant Director – Housing agreed to re-consult with the Corporate Health and Safety Team as to a view on whether an announcement should be made on social media in this respect.

RESOLVED that a further verbal update on the regime for cleaning communal areas during COVID restrictions be given to the next scheduled meeting of Housing Scrutiny Sub Committee.

92. Declarations of Interest

No declarations of interest were received.

93. LTP Matters

Mick Barber, Chair of LTP discussed and requested clarification on procedure in relation to the following main areas:

- Mutual exchanges
- Sustainability of tenancies.

Officers offered advice as follows:

Mutual Exchanges – The authority continued to follow guidance in relation to mutual exchanges and non-essential moves. At this time it would consider requests for mutual exchanges on a case by case basis and emergency or essential moves would be approved subject to the tenants' agreement to comply with guidance. If we were able to offer alternative housing advice or solutions then we would explore this with the tenant at this time.

Sustainability of Tenancies - At present, the focus for Tenancy Services was on sustainment and the Team had identified tenants who needed additional support at this difficult time. A job evaluation decision on grading was awaited after which time it was possible that a team of a Team Leader and two sustainment officers would be recruited to enhance the work that Housing Officers had already been doing.

RESOLVED that the content of the verbal report be noted.

94. Homelessness and Rough Sleeping

Yvonne Fox, Assistant Director – Housing;

- a. presented Housing Scrutiny Sub Committee with a report and supporting data outlining information relating to homelessness and rough sleeping issues within the City
- b. reported that preventing homelessness and rough sleeping were key priorities both locally and nationally, and that the Council received significant funding from MHCLG to address the issues of rough sleeping together with annual funding for initiatives to assist the Council with the delivery of its statutory functions outlined in legislation and the Code of Guidance
- c. stated that the Council delivered statutory homelessness services via the Council's Homelessness Team and provided a 24/7 service, 365 days per year
- d. reported that all policies and procedures fully complied with the relevant legislation, (Housing Act 1985, Homelessness Act 2002, Localism Act 2011 and Homelessness Reduction Act 2017) the code of Guidance, Statutory guidance and advice and Case Law
- e. highlighted with regard to the prevention and response to rough sleeping in the City, the Council had received significant funding from the MHCLG's Rough Sleeper Initiative Funding (RSI), being the first of 11 local authorities to receive funding, together with additional funding received year on year to fund the Councils Rough Sleeper Team, support services such as the Cornerhouse Project, specialist support workers and move-on accommodation

- f. reported further on the work of the Council in relation to homelessness and rough sleeping, covering the following main areas:
- Homelessness Team
 - Rough Sleeping Team
 - Temporary Accommodation
- g. requested feedback from members on the content of the report.

Members discussed the content of the report in further detail. The following comments/questions emerged:

- Comment: Officers were commended for the work done within their teams to deal with homelessness and rough sleeping in such difficult times. Joint working arrangements were making a huge difference in the City.
- Question: Why had there been a reduction in costs for bed and breakfast accommodation which came to £132,404.74 during the period April-September 2019 reducing to £109,113.99 in the period April to September 2020?
- Officer Response: The authority had procured a number of temporary accommodation units in the private sector and had also used its own properties to house homeless people using MHCLG funding.
- Question: Was there any further funding forthcoming to help with homelessness in the second lockdown?
- Officer Response: There was no further funding available at this stage which was disappointing. The authority had received a sum of £62,000 for ongoing support. It also received funding from the MHCLG Rough Sleeping Initiative until April 2021. It was possible for capital funding to be used in the future for move on accommodation, however, this did not help with day to day costs. There had been no receipt to date of monies from the County Council from the funding allocated to them by the Government.
- Comment by LTP Member: The council had accommodated a homeless man who couldn't read or write and his son in a property within three days of presenting themselves which was very good going.
- Officer Response: Officers would not expect anything less than this of the Homelessness Team.
- Question: What banner did homelessness come under since P3 support had ceased?
- Officer Response: Housing related support was administered by the one provider Lincolnshire County Council Adult Support Team. Officers at the City of Lincoln Council had been offering help to those tenants not requiring such intensive assistance. Following a job evaluation exercise it was hopeful to be able to appoint Tenancy Support Officers to offer assistance.
- Comment: It was important for members to scrutinise expenditure on homelessness provision in the city to ensure it was cost effective, although currently it fell within the parameters set.
- Officer Response: The authority had a legal obligation to provide temporary accommodation as a statutory service. It was not always possible to reclaim 100% of costs from housing benefit, although the council would always try to minimise costs to the General Fund within the parameters set.

- Question: Did the authority pay Framework for the cost of advice as a provider of a service to people with specialist needs
- Officer Response: There was now only one contract for housing related support between the County Council and Framework, The City of Lincoln Council did not contribute financially to this in any way.
- Comment: An amount of £109,113.99 between April-September 2020 seemed a large sum of money to spend on temporary accommodation considering numbers currently amounted to only 44 people housed there.
- Officer Response: The cost was recovered on expenditure for clients housed in our own accommodation and private rental accommodation. In terms of bed and breakfast accommodation the authority had no other option than to pay the commercial rate. There tended to be about 12 people in bed and breakfast accommodation at any one time and the authority always tried to minimise costs.
- Question: What efforts were made to prevent homeless people coming into the City from other areas?
- Officer Response: An individual was able to approach any local authority in the country for advice in such a situation and could not be turned away. Officers always recommended people returned to the area they came from, however, a decision had first to be made in each individual case as to whether there was a statutory requirement to offer assistance anyway.
- Comment: The current variance in the charge to the General Fund for temporary accommodation was within parameters set. Provision of help to the homeless was a statutory duty. Lincoln was on the right track and should be commended for all the hard work it was doing.
- Comment: It was important to look at our Allocations Policy in relation to housing those people already associated to the City.
- Officer Response: A new Allocations Policy was scheduled to be introduced the first week of 2021. Due to the current Covid-19 restrictions in force only essential moves were permitted in respect of homeless people and rough sleepers. The Council had a duty to ensure it offered assistance to those most in need of help as a priority.

The Director of Housing emphasised the incredible work the Homelessness Team were involved in. Lincoln was a major City in a large rural area which brought additional problems. The authority received core funding from the Government for this statutory service. Every effort was made to try to drive down bed and breakfast accommodation costs. Having a major hospital and a prison was also a challenge in respect of homelessness provision. Some temporary accommodation for families hadn't been of a high enough standard which had driven up costs in some instances and had been unavoidable.

RESOLVED that:

1. An update be provided to Housing Scrutiny Sub Committee every six months on the homelessness cell chaired by the Director of Housing.
2. The content of the report be noted.

95. Scheduled Repairs Pilot

Matt Hillman, Assistant Director, Housing:

- a. provided a report giving an interim review on the implementation of the Scheduled Repairs Pilot within the Housing Repairs Service

- b. reported that the Housing Repairs Service had recently begun a pilot of a new way of managing housing repairs for scheduled repairs that needed to be completed although not urgent and unlikely to cause risk to our customers, their home or belongings, carried out at set times of the year across set areas of the City
- c. advised that the City had been divided into four areas for this purpose; North- Ermine East, West and Newport, East-St Giles and Monks Road, Central- Boultham Moor, Bracebridge, Manse, City Centre, South- Birchwood and Hartsholme, with repairs for each of these areas scheduled in every 12 weeks over a three week period
- d. emphasised that priority repairs would continue to be prioritised within 24 hours and urgent repairs within 3 days
- e. reported that based on previous feedback, our customers had said they would like fewer appointments and follow on work, less missed appointments, minimal disruption and more flexibility in appointment time slots
- f. added that scheduled repairs allowed the service to plan all the work in each area to ensure the correct resources and materials were in the right place to complete any repairs reported in the one visit, which gave customers more certainty that the repair would be carried out on the expected date
- g. reported further on the background to the pilot scheme in relation to the following:
 - Repairs Data
 - Vehicle Data
 - Travis Perkins Data
 - Customer Survey
 - HRS Staff Survey
 - Communications
 - Welfare Unit
- h. gave a power point presentation to members on the background to the new way of working to illustrate his report covering the following main areas:
 - Repairs Data
 - Fuel Expenditure
 - Mileage
 - Deliveries
 - Operative Visits to Stores
 - Social Media Reach
 - Productivity North (9-27 November)
 - Customer Survey Responses
- i. requested members' feedback on the content of the report.

Chris Morton, Resident Involvement Manager and Rachel Jackson, Resident Involvement Officer presented a power point presentation to members on the responses received as a result of the customer survey, covering the following areas:

- Uncompleted surveys- 40% responded out of 186 properties surveyed.
- Complaints before August-majority of tenants said they were happy before the new pilot began.
- Disruption due to scheduled repairs- most reported less disruption.
- Fewer repair appointments-55 responses said there were fewer repair appointments.
- Repairs carried out in one visit-most tenants responded agreed.
- Completed by repair date-most responses agreed with this.
- Flexibility in time slots-51 people felt there was greater flexibility.
- Difficulty in receiving different trade repairs-69 tenants responded they had no difficulty in receiving all different types of trade repairs.
- Scheduled repairs within timeframe- the majority of responses received said they either always or very often received appointments within the timeframe.
- Scheduled repairs accessibility-most responses answered accessibility was easier or no difference.
- Weekdays or weekend repairs-more than half of respondents requested evening or weekend repairs.
- Literature on scheduled repairs-most people happy with information provided.
- Housing Repairs Service-future communication-text messages preferred option.
- Materials used- majority of responses said they were good or excellent.
- Additional comments received – two positive and 2 negative comments received.

Members discussed the content of the report and associated presentations in further detail, commenting/raising questions as follows:

- **Comment:** If the survey was conducted in the first area of work tenants would be happy to be a part of the first trench of scheduled repairs.
- **Question:** How would the number of repairs in each customer property be monitored going forward to ensure it could be compared against measured data?
- **Officer Response:** Repairs were booked out on multiple tickets based on job type. If one operative was able to carry out all repairs in the household it would be measured as a one job. Consistent monitoring would be carried out to ensure exact data was compared
- **Comment by LTP Member:** Concerns had been raised regarding repairs taking more than 28 days and being deferred to the next cycle. Customers only got one week's notice before work started and were told they would only get repairs when operatives were in the area. There were also some repairs outstanding from March.
- **Officer Response:** The procedure was to finish repairs in the current cycle within the allocated timeframe. Officers were aware of minor issues with regards to the completion of contracts during the 2nd and 3rd quarters and were looking at redirecting resources to deal with this. Operatives worked in each zone for three weeks. Urgent repairs continued to be prioritised within 24 hours and urgent repairs within 3 days. There were only a few

cases now of outstanding repairs since March which were due to COVID 19 restrictions.

- Question: LTP Member: Had the council carried out a Quality Impact Assessment with regard to vulnerable/disabled customers in relation to the Repairs Policy?
- Officer Response: The policy contained a section on vulnerable people, however, the process would be refined to potentially include a Handyperson scheme for such customers in need.
- Question: Lenton Green was being used as a temporary welfare unit for staff operatives in the north of the city. Were there any plans for the north zone?
- Officer Response: The Newland Street West Depot would incorporate a welfare unit to serve central and north area relocated from Turner Avenue as it offered better resilience especially to the new team working on fire doors.

RESOLVED that:

1. The continuation of the Scheduled Repairs Pilot making changes to the service based on customer feedback be supported.
2. The continued development of data to provide exact comparisons be supported.
3. The provision and delivery of the 'drop down' sites be supported.
4. Development of further assistance to vulnerable customers in terms of the Repair Policy be included as an agenda item at the next scheduled meeting of Lincoln Tenants Panel

96. Complaints

Daren Turner, Director of Housing provided a verbal update to the Sub-Committee following on from a report to Audit Committee which highlighted that the number of housing repair complaints received had increased. He offered the following points of clarification:

- The report to Audit Committee covered the years 2018/19 and 2019/20.
- In terms of where we were now between April to the end of September 2019 there had been 105 complaints received regarding repairs compared to 74 for the same period April to the end of September 2020.
- Repairs were now being completed in 6 working days.
- There was no corporate policy target for responding to complaints due to the complexity of the types of complaints received.
- All complaints were dealt with as quickly as possible as a matter of course.

RESOLVED that the verbal update be noted.

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Portfolio 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

Portfolio Holder Responsibilities

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)

Portfolio Holder Responsibilities

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

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PERFORMANCE SCRUTINY COMMITTEE JANUARY 2021

REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING

INTRODUCTION

The last 12 months have been an extraordinary time for everyone with the effects of the COVID-19 pandemic affecting all aspects of life. In terms of housing the service we have been able to offer has varied in relation to what level of lockdown we have been in at the relevant time. The situation has changed a number of times and at the time of writing this we are in a period of what is described as “lockdown” although this is not as severe as the lockdown imposed in March. Many areas have been operating in different ways and where possible staff have worked from home with some areas such as homelessness services being delivered via telephone. Construction work, after the initial lockdown, has continued De Wint Court, as allowed under the current regulations, but we are only able to run a restricted repair service dealing with essential and priority repairs. At various times some of our housing staff have either been furloughed or redeployed.

The Council’s executive has taken the decision that performance data for quarters one and two should be published but the information for quarter three should be delayed and published with quarter four. As a result, this report is only able to cover housing data up to and including quarter two. There are 19 measures for housing. Five out of those 19 measures reported as below target for quarter two, and two reported above target. Three of these measures are volumetric and therefore do not return a status. Three measures reported as acceptable, with the remaining 6 having no data supplied for the reporting period. In addition, some of the usual performance data has not been collected and is not available. Although this may be frustrating to some members, I am sure everyone realises we are in a situation that has no precedent during the life times of any of us. The fact that we have been able to keep services operating as much as possible is an achievement in itself and I pay tribute to every single member of staff who have done some extraordinary work over the last 12 months.

HOMELESSNESS

Homelessness continues to be a significant issue in Lincoln as in many towns and cities across the country. Rough sleepers have in recent years been the most visible aspect of this although at the start of the pandemic the Government introduced its “Everybody In” policy which has led to accommodation funded by Central Government being provided for homeless people. The number of people presenting to the City Council as homeless varied in the first two quarters of the current year from a low of 21 in April to a peak of 52 in July. The team has been working remotely during and dealing with cases by phone. Lockdown has reduced the options available for temporary accommodation and that has been an issue. A further issue that will have effects long-term is the County Council decision to cut £1 million from its housing related support budget. This is the funding that provides the extra support required to help homeless people improve their lives, many of them having complex problems which are not possible to solve without help.

I am delighted that we have responded to all of the various Government homeless and rough sleeping initiatives during the pandemic and continue to do so. The recent imposition of SWEP (Severe Weather Emergency Protocol) saw every rough sleeper on Lincoln’s streets being housed for the cold weather period. Our track record in homeless prevention and intervention has enabled us, as a trusted partner of MHCLG, to draw down funding as part of the Next Steps Accommodation Programme. This will

provide 15 units of “move on” accommodation in the City. To date the Council has acquired two properties under this Programme, the first of which was acquired in December 2020 and I am delighted to say that the City of Lincoln is the first council in the country to acquire a property under this programme. Further, we have been able, due again to our excellent service, to draw down significant funding in rough sleeping grant which is more than last year and will enable us to continue assisting some of the most vulnerable people in our City.

TENANCY SERVICES

Tenancy Services staff have worked extremely hard to mitigate the impact of COVID-19 on rent arrears and collection. The two-week rent-free period, which is normally over the Christmas/New Year period was brought forward to the start of the financial year. We also set up a discretionary rental hardship fund which assisted 179 tenants. Although this was brought to an end at the conclusion of the first national lockdown, we are in the process of reviving it with the assistance being provided to those who have difficulty paying their rent as a direct effect of COVID-19. Our response has been featured by ARCH (the Association of Retained Council Housing) in their monthly magazine and on their website

At the end of quarter two rent arrears were £64,617 less than at the same point in 2019-20 with the rent collection rate being 100.75% which is both above target and an increase of 2.71% on last year. The number of tenants in arrears was 3.47% compared to 3.72% at the same time in 2019/20. Moving the rent-free weeks has made it difficult to directly compare rent arrears with the previous financial year, and it is likely that we will not see the true impact on rent arrears until the end of March 2021. However, compared to the councils we benchmark with we have fared much better. I will be able to give a verbal update to the meeting on the situation with rent arrears. We are planning to use the first week of February as an action week targeting rent arrears.

At quarter two end 1,899 tenants were on Universal Credit which is an increase of 50% over 12 months. The number of tenants that are under occupying their property continues to decrease due to work with tenants to ensure accommodation is adequate for the number in the household. Instances of under-occupancy have reduced from 436 to 364 when comparing the data for quarter two between 2019/20 and 2020/21.

A further effect of COVID has been that evictions have been suspended since March 2020. The ban on evictions was due to be lifted earlier this month but has now again been extended by the Government to 21 February.

HOUSING REPAIRS

This is an area where only two of the four measures were collected during quarters one and two. The percentage of repairs fixed first time was 90.11%. The percentage of appointments kept was 99.95% in quarter two which is an almost perfect figure. Data for the percentage of reactive repairs completed within target time and the percentage of tenants satisfied with repairs are the two areas that have not been collected. One effect of COVID appears to have been a reduction in the number of repairs reported. During the current financial year, we have also introduced a system of Scheduled Repairs which means that repairs covered by this system will be carried out area by area at set times. We are continuing to carry out our priority repairs within 24 hours and urgent repairs within 3 days. The Schedule Repair system allows us to plan all the work in each area and ensure that we have all the right resources and materials in the right place so we can complete any repairs reported in one visit. This gives everyone more certainty that the repair will be carried out on the expected date. It also drives down delivery costs and will drastically reduce our carbon footprint as we scale back journeys across the city.

VOIDS

At the end of quarter two there were 65 properties in voids. The process of bringing back into use has been substantially affected by the COVID-19 restrictions. The number of workers able to work within one property at the same time has been restricted causing delays in work being completed and COVID also affected the supply chain. These two factors have resulted in the performance being 50 days (keys handed in to keys handed out) for voids when the target is 32 days. Since my last report to this committee, we have changed voids contractors. There were some initial teething problems with the incoming provider which have now mostly been resolved. I have asked the Director of Housing to specifically target void turnaround going forward as we must seek to maximise our housing supply in these difficult times.

HOUSING INVESTMENT

Two key areas in this section are in red as far as performance is concerned but, in both cases, this has been a direct effect of COVID. Firstly, the number of Council properties that are not at the Decent Homes Standard. The data showed 0.81% at the end of quarter two excluding refusals. However, in a further 207 instances the tenant had refused to allow work to be carried out – often due to the tenant shielding or concerned about visitors to their home during lockdown periods. A similar situation has arisen with the figures for the number of properties with a valid gas safety certificate. This was down to 85.84% at the end of quarter one but had increased to 93.58% at the end of quarter two. As with the Decent Homes Standard work, we expect to catch up as time goes on although further refusals are likely during lockdown periods as we are experiencing at the time of writing.

NEW BUILD/ALLOCATIONS

The pandemic has slowed up work on new properties. The five new properties on the site of the former Markham House building on Swift Gardens were completed in December and have been tenanted. Although the timetable for completion of De Wint Court extra care unit has been affected we are still hoping to be able to finish this during the current calendar year. Progress is continuing to be made on the next proposed development at Rookery Lane. We have also continued to acquire properties under the purchase and repair scheme using right to buy receipts. From April 2019 to the end of December 2020 we purchased 65 properties.

At the end of the second quarter, we had 1,418 people on the housing register. One major effect of lockdown has been on the number of properties that have become available. These have dropped from an average of 20 sets of keys being handed in per month to just two or three, many of which are in sheltered housing schemes. In addition, government advice has been to restrict lettings to emergency cases only. As a result, the open bidding system on Homefinder has in effect been suspended apart from properties by rented by other social housing providers. This has been a source of frustration for many people seeking to move but we simply have not had enough properties available to operate as normal.

HEALTH

The COVID-19 pandemic has completely dominated health over the last year. The annual health profile produced by Public Health England has not been published in its usual format but I am able to produce some data from the PHE website.

The incidences of COVID-19 fluctuate on a daily basis and as members will recall Lincoln at one point was in the top five authorities in England for cases per 100,000 population. Thankfully are figures have reduced but not to the extent we would have liked and as I write this report, we are about to commence mass community testing. The work needed to set this up has been extremely challenging and has involved staff from all departments of the City Council who worked extremely hard to ensure that this happens. Our public health staff have not only been involved with this but also in many other COVID-19-related activities including issuing advice to businesses and (jointly with the police) in enforcement as well as organising the COVID-19 marshalls.

In terms of general health, the data from Public Health England shows that life expectancy at birth for both men and women continues to deteriorate and continues to be worse than for the rest of England. The figure for men is 76.9 years (data for 2017-19) compared to 77.3 years in the previous year (the figure for England is 79.8 years). For women the 2017-19 data shows life expectancy at birth to be 80.6 years which is slightly lower than last year's figure of 80.9 years and below the national figure of 83.4. The figures for England as a whole are worse than last year which in turn were worse than the previous year.

The two charts I have included both show that Lincoln's health figures are poor not just in comparison with England as a whole but also in comparison with the East Midlands.

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. Similarly, anything we can do to improve the income levels of our residents will also have the effect of improving health.

Donald Nannestad Portfolio Holder for Quality Housing

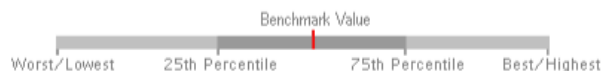
Compared with benchmark: ● Better ● Similar ● Worse ○ Not compared

Quintiles: Best ○ ○ ○ ○ Worst ○ Not applicable

Recent trends: — Could not be calculated → No significant change ↑ Increasing / Getting worse ↑ Increasing / Getting better ↓ Decreasing / Getting worse ↓ Decreasing / Getting better ↑ Increasing ↓ Decreasing

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Indicator	Period	Lincoln			Region England		England		Range	Best/Highest
		Recent Trend	Count	Value	Value	Value	Worst/Lowest			
Life expectancy at birth (Male)	2017 - 19	—	-	76.9	79.5	79.8	74.4		84.9	
Life expectancy at birth (Female)	2017 - 19	—	-	80.6	82.9	83.4	79.5		87.2	
Under 75 mortality rate from all causes	2016 - 18	—	979	447	334	330	544		220	
New data Under 75 mortality rate from all cardiovascular diseases	2017 - 19	—	198	90.6	72.1	70.4	121.6		39.8	
Under 75 mortality rate from cancer	2017 - 19	—	372	172.4	131.3	129.2	182.4		87.4	
Suicide rate	2017 - 19	—	39	16.2	9.5	10.1	19.0		4.9	
Killed and seriously injured (KSI) casualties on England's roads	2016 - 18	—	124	42.0	41.6	42.6*	109.8		17.7	
Emergency Hospital Admissions for Intentional Self-Harm	2018/19	↓	195	187.1	200.8	193.4	497.7		51.6	
Hip fractures in people aged 65 and over	2018/19	→	120	758	614	558	852		350	
Cancer diagnosed at early stage (experimental statistics)	2017	—	157	44.2%	49.1%	52.2%	36.8%		61.0%	
Estimated diabetes diagnosis rate	2018	—	-	80.2%	84.6%	78.0%	54.3%		98.7%	
Estimated dementia diagnosis rate (aged 65 and over)	2020	—	933	84.3%	71.1%	67.4%	41.6%		92.7%	
> 66.7% (significantly) similar to 66.7% < 66.7% (significantly)										
Admission episodes for alcohol-specific conditions - Under 18s	2016/17 - 18/19	—	10	18.3	26.3*	31.6	112.7		7.8	
Admission episodes for alcohol-related conditions (Narrow)	2018/19	→	607	713	700	664	1,127		389	
Smoking Prevalence in adults (18+) - current smokers (APS)	2019	—	20,076	24.8%	14.8%	13.9%	27.5%		3.4%	
Percentage of physically active adults	2018/19	—	-	67.5%	66.4%	67.2%	46.7%		80.0%	
Percentage of adults (aged 18+) classified as overweight or obese	2018/19	—	-	65.8%	64.2%	62.3%	75.9%		41.7%	
Under 18s conception rate / 1,000	2018	→	35	28.8	16.8	16.7	39.4		3.6	
Smoking status at time of delivery	2019/20	→	150	15.6%	13.4%*	10.4%	23.1%		2.1%	
New data										
Infant mortality rate	2017 - 19	—	16	4.9	4.1	3.9	7.5		1.2	
Year 6: Prevalence of obesity (including severe obesity) New data	2018/19	→	219	22.8%	19.7%	20.2%	29.6%		9.5%	
Deprivation score (IMD 2015)	2015	—	-	28.9	-	21.8	42.0		5.0	
Smoking Prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	2019	—	-	32.7%	25.5%	23.2%	60.3%		3.5%	
Inequality in life expectancy at birth (Male)	2016 - 18	—	-	10.4	8.9	9.5	15.2		-1.3	
Inequality in life expectancy at birth (Female)	2016 - 18	—	-	7.2	7.1	7.5	13.8		-1.5	
Children in low income families (under 16s)	2016	↓	3,640	21.2%	16.6%	17.0%	31.8%		5.8%	
Average Attainment 8 score	2018/19	—	34,883	40.1	45.8	46.9	39.0		60.2	
Percentage of people aged 16-64 in employment	2019/20	→	44,600	68.7%	76.8%	76.2%	63.3%		91.4%	
Statutory homelessness - Eligible homeless people not in priority need	2017/18	→	17	0.4	0.4	0.8	-	Insufficient number of values for a spine chart		
Violent crime - hospital admissions for violence (including sexual violence)	2016/17 - 18/19	—	120	38.5	37.2*	44.9	127.6		6.0	
Excess winter deaths index	Aug 2018 - Jul 2019	—	72	26.8%	16.4%	15.1%	36.4%		-8.2%	
New STI diagnoses (exc chlamydia aged <25) / 100,000	2019	→	539	297	622	900	4,418		294	
TB incidence (three year average)	2017 - 19	—	12	4.0	7.3	8.6	45.0		0.2	

Child health																																											
Under 18s conception rate / 1,000	2018	16.7	16.8	16.1	20.1	14.9	10.2	20.9	20.0	18.9	14.4	19.8	25.4	11.4	19.5	10.4	29.0	13.1	18.9	13.4	10.5	10.1	10.8	21.6	20.8	28.8	23.5	10.8	16.3	12.3	11.4	14.3	20.0	24.9	12.5	7.5	3.6	16.8	12.1	10.8	13.9	16.7	9.3
Smoking status at time of delivery <small>New data</small>	2019/20	10.4	13.4*	13.5	17.1	11.8	8.6	13.5	19.9	11.7	10.4	13.5	19.3	13.1	13.5	13.5	19.9	12.9	13.5	12.6	8.5	13.5	10.7	13.1	10.4	15.6	19.2	8.4	13.7	13.5	14.8	10.7	13.1	16.5	8.4	5.9	8.4	13.5	14.2*	13.5*	13.1	13.1	16.4
Infant mortality rate	2017-19	3.9	4.1	5.4	4.1	4.4	2.1	2.4	2.2	2.5	5.1	2.6	3.2	3.9	5.4	2.1	3.8	3.6	5.7	3.2	4.1	3.5	3.0	6.2	6.0	4.9	4.1	3.6	3.8	1.5	1.9	3.3	4.0	5.6	3.6	4.1	2.1	6.4	1.8	2.3	3.0	4.3	2.0
Year 6: Prevalence of obesity (including severe obesity) <small>New data</small>	2018/19	20.2	19.7	19.8	23.1	21.0	13.6	23.4	27.1	17.2	19.1	21.1	23.3	17.1	23.0	12.8	19.9	17.2	19.9	18.0	14.9	15.4	14.9	17.5	23.0	22.8	22.9	18.9	17.7	19.3	18.7	17.2	19.2	23.2	17.6	11.3	13.7	17.3	23.3	18.6	14.4	20.3	18.8
Inequalities																																											
Deprivation score (IMD 2015)	2015	21.8	-	18.1	25.4	22.7	10.4	24.8	24.4	14.3	13.7	25.3	25.8	13.5	27.8	12.3	28.9	14.2	19.9	15.3	8.3	16.1	12.8	18.9	33.1	28.9	27.8	13.1	18.8	16.8	11.6	14.9	24.3	36.9	13.1	7.7	9.6	13.7	18.6	14.2	7.8	21.7	19.2
Smoking Prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	2019	23.2	25.5	19.0	24.8	17.8	22.9	*	*	16.5	19.7	12.6	32.9	17.5	35.4	22.3	35.3	25.3	33.1	31.6	17.4	16.7	34.6	*	22.7	32.7	30.5	35.8	34.8	19.2	21.8	22.2	29.6	29.4	*	26.3	26.1	26.9	29.9	19.9	13.4	25.7	25.2
Inequality in life expectancy at birth (Male)	2016-18	9.5	8.9	9.5	13.2	8.7	1.6	5.4	*	6.6	7.7	8.8	*	3.6	10.2	2.1	10.3	6.3	9.8	7.6	3.8	7.8	5.5	7.1	8.0	10.4	9.0	7.9	7.7	7.1	6.2	6.7	9.6	8.4	10.7	6.6	*	7.0	1.7	5.8	2.2	8.0	7.7
Inequality in life expectancy at birth (Female)	2016-18	7.5	7.1	9.7	10.6	6.9	-0.9	3.9	*	5.5	8.5	7.4	6.6	2.8	9.3	2.0	7.2	5.0	4.3	7.5	-1.5	8.5	4.6	7.1	6.1	7.2	6.8	6.7	9.1	7.4	2.8	6.4	7.2	8.6	10.7	4.3	*	7.6	4.8	4.2	2.0	2.9	6.0
Wider determinants of health																																											
Children in low income families (under 16s)	2016	17.0	16.6	15.1	21.1	16.2	9.3	19.8	14.6	13.5	12.5	19.6	17.3	9.9	21.0	9.4	22.1	11.2	17.2	14.2	7.2	11.9	11.0	14.2	23.0	21.2	20.4	10.5	15.0	15.3	10.3	12.8	15.7	29.5	11.7	6.9	6.5	11.9	13.9	12.8	6.1	16.4	19.4
Average Attainment 8 score	2018/19	46.9	45.8	47.3	42.7	47.7	45.8	45.4	41.8	48.7	45.4	44.5	42.1	47.0	43.2	50.9	44.6	44.4	44.3	49.4	51.4	46.8	48.0	47.8	42.9	40.1	43.0	50.0	47.9	45.6	47.3	43.9	45.0	42.4	46.1	57.2	51.5	46.3	45.4	49.9	49.3	45.1	47.7
Percentage of people aged 16-64 in employment	2019/20	76.2	76.8	79.9	79.4	81.9	78.1	71.6	81.9	79.9	80.3	64.3	84.5	80.9	74.2	79.9	63.3	85.1	84.3	81.9	88.2	68.1	85.2	82.8	72.5	68.7	76.4	84.9	76.2	77.8	84.3	72.6	74.4	64.6	76.2	80.4	75.7	88.4	78.0	76.3	84.0	89.9	75.9
Statutory homelessness - Eligible homeless people not in priority need	2017/18	0.8	0.4	*	0.1	0.2	*	*	0.7	0.2	*	0.8	*	0.5	2.5	*	*	0.4	*	*	0.2	0.8	*	0.4	0.3	0.4	0.1	2.5	*	*	0.2	*	0.1	0.5	2.2	*	*	0.3	0.2	*	*	0.4	*
Violent crime - hospital admissions for violence (including sexual violence)	2016/17-18/19	44.9	37.2*	30.2	*	45.0	25.2	45.9	38.4	*	24.3	53.8	60.3	36.1	48.7	33.3	30.4	24.1	*	*	25.3	31.7	29.4	38.2	48.6	38.5	56.6*	22.8*	*	41.2	13.5	25.9	64.3	*	19.7	*	23.9	23.0	23.2	24.5	20.3	51.5	21.8
Health protection																																											
Excess winter deaths index	Aug 2018 - Jul 2019	15.1	16.4	9.6	25.0	19.8	24.9	3.4	26.4	16.7	5.3	33.6	28.5	2.0	19.0	8.7	21.6	19.5	12.9	15.0	11.9	11.8	16.7	23.8	16.1	26.8	15.3	29.3	10.8	2.8	17.7	18.1	18.3	18.1	-5.9	9.9	-2.4	11.6	17.0	21.5	22.2	24.2	18.8
New STI diagnoses (exc chlamydia aged <25) / 100,000	2019	900	622	579	697	678	461	581	366	492	574	691	466	496	914	420	371	454	665	617	409	408	491	686	728	787	739	406	605	548	447	424	795	1060	498	409	432	610	393	458	401	644	396
TB incidence (three year average)	2017-19	8.6	7.3	0.3	2.9	0.9	6.3	1.3	12.0	2.1	7.5	3.5	5.6	4.0	11.4	0.5	2.8	1.8	1.7	2.8	2.5	0.7	1.5	7.6	39.7	4.0	2.8	2.6	2.7	0.3	1.7	2.3	11.4	12.5	5.8	4.0	2.5	0.6	2.1	2.1	2.5	6.3	1.8

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SUBJECT: PERFORMANCE REPORT – HOUSING REPAIRS SERVICE

DIRECTORATE: HOUSING AND INVESTMENT

LEAD OFFICER: DARYL WRIGHT – MAINTENANCE MANAGER

1. Purpose of Report

1.1 To update Committee on the financial position of the Housing Repairs Service (HRS) at the end of the 2019/20 financial year.

2. Executive Summary

2.1 HRS have had a year of success during 2019/20 with the service maintaining their performance from previous years.

2.2 HRS made a surplus of £72,487 for the year.

3. Financial Position for 2019/20

3.1 For 2019/20 the Council's Housing Repairs Service (HRS) net revenue budget was set at zero, reflecting its full cost recovery nature.

3.2 The financial performance quarterly monitoring report for the 3rd quarter predicted a £117,075 surplus outturn for 2019/20. The provisional outturn for 2019/20 shows a trading surplus of £72,487.

The net trading surplus of £72,487 is the result of several year-end variations in income and expenditure against the approved budget. The main over and underspends included within the provisional outturn are detailed in Appendix F, while the key variances are summarised below:

- Reduced recharges for internal work and change to sub-contractor – reduced income £181,936
- Reduction in material costs – reduced expenditure (£104,741)
- Increased hire of equipment costs – additional expenditure £87,633

3.3 The surplus of £72,487 has been repatriated to the Housing Revenue Account, which is the major service user.

3.4 The HRS summary outturn for 2019/20:

	Revised Budget £'000	Outturn £'000	Variance £'000
Employees	2,928	2,968	40
Premises	40	64	24
Transport	864	818	(46)
Materials	1,393	1,327	(67)
Sub-Contractors	2,273	2,311	38
Supplies & Services	134	222	88
Central Support Costs	(80)	(48)	32
Capital Charges	0		
Total Expenditure	7,552	7,662	109
Income	(7,552)	(7,734)	(182)
(Surplus)/Deficit	0	(72)	(72)

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

	£	Reason for Variance
<u>Reduced Income</u>		
Income - Other	181,936	Recharges for internal works and charges to sub-contractors for materials.
<u>Reduced Expenditure</u>		
Transport	(46,414)	Elimination of internal fleet recharge.
Materials	(104,741)	Reduced material costs due to change of supplier.
<u>Increased Expenditure</u>		
Employees	39,987	Consultancy & additional compulsory training costs.
Premises	24,408	Hamilton House repairs & maintenance costs.
Supplies & Services	87,633	Higher equipment hire costs.
Central Support Costs	32,307	Reallocation of CSS from within the admin, fleet and Hamilton House areas.
Sub-Contractors	38,093	Change in Sub contractor.

4. How HRS Performed in 2019/20

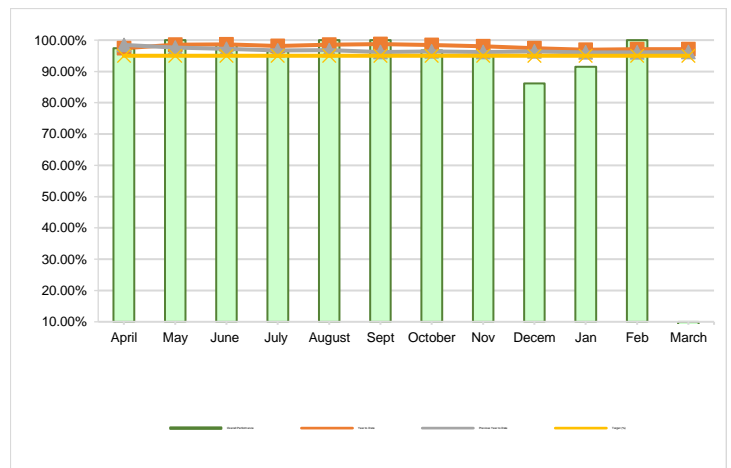
4.1 Six of the key performance areas that are monitored throughout the year are:

- 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 2019/20 is below:

Tenant satisfaction with repairs that have been carried out

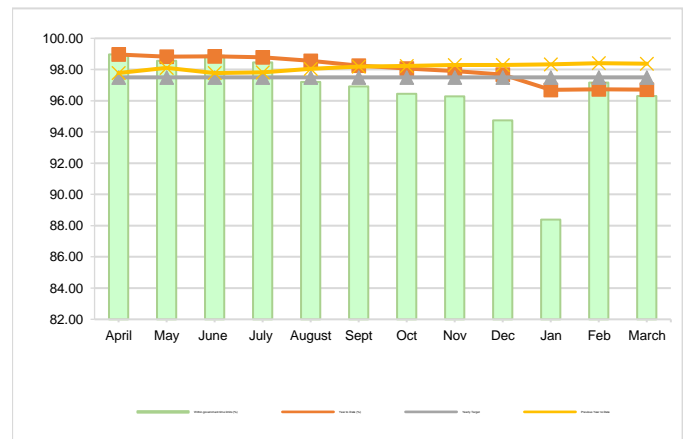
Annual Target: 95%		
Month	Tenant Satisfaction (%)	Year to Date (%)
April	97.44%	97.44%
May	100.00%	98.54%
June	98.75%	98.62%
July	96.49%	98.18%
Aug	100.00%	98.49%
Sept	100.00%	98.72%
Oct	96.67%	98.45%
Nov	94.92%	98.04%
Dec	86.21%	97.41%
Jan	91.49%	96.93%
Feb	100.00%	97.15%
March	-	97.15%



Tenant satisfaction with repairs finished the year exceeding performance.

Percentage of all reactive repairs completed within timescale

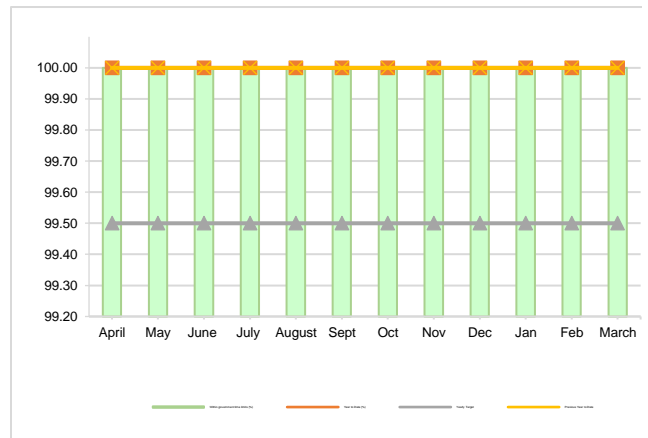
Annual Target: 97.50%			
Month	No. of repairs	Monthly Performance	Year to Date
April	1,928	98.96%	98.96%
May	903	98.56%	98.83%
June	1,630	98.90%	98.86%
July	904	98.45%	98.79%
Aug	859	97.21%	98.57%
Sept	1,431	96.93%	98.26%
Oct	899	96.44%	98.07%
Nov	914	96.28%	97.90%
Dec	741	94.74%	97.67%
Jan	1,189	88.39%	96.70%
Feb	915	97.16%	96.74%
March	704	96.31%	96.71%



The percentage of repairs completed within timescale for the year was 96.7%, a slight decrease from the previous financial year.

Percentage of emergency repairs completed within timescale

Annual Target: 99.5%			
Month	No. of repairs	Monthly Performance	Year to Date
April	351	100.00%	100.00%
May	131	100.00%	100.00%
June	162	100.00%	100.00%
July	105	100.00%	100.00%
Aug	86	100.00%	100.00%
Sept	147	100.00%	100.00%
Oct	92	100.00%	100.00%
Nov	108	100.00%	100.00%
Dec	64	100.00%	100.00%
Jan	74	100.00%	100.00%
Feb	74	100.00%	100.00%
March	59	100.00%	100.00%



Percentage of appointments that were kept

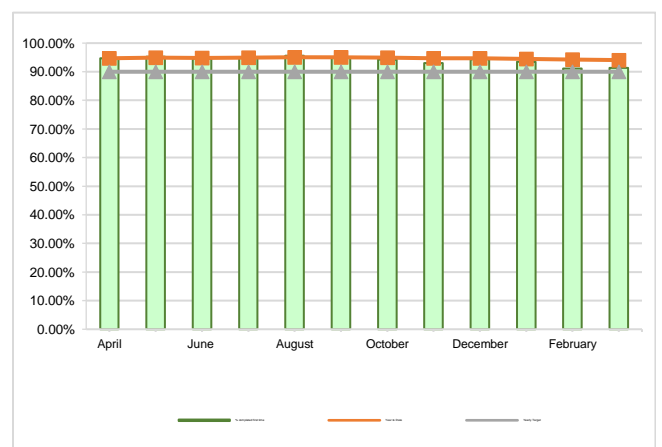
Annual Target: 95%			
Month	Appts Made	Overall (%)	Year to Date (%)
April	2,038	96.91%	96.91%
May	2,064	97.63%	97.27%
June	2,048	98.29%	97.61%
July	2,441	98.20%	97.78%
Aug	2,053	97.95%	97.81%
Sept	2,151	97.30%	97.73%
Oct	1,989	97.89%	97.75%
Nov	2,126	98.35%	97.82%
Dec	1,628	97.73%	97.82%
Jan	2,257	98.09%	97.85%
Feb	2,832	98.20%	97.89%
March	1,550	97.94%	97.89%



The performance target of 95% of repair appointments being kept was above target throughout the year and the final outturn of 97.89%, this was a further improvement on the previous year.

Percentage of repairs completed right first time

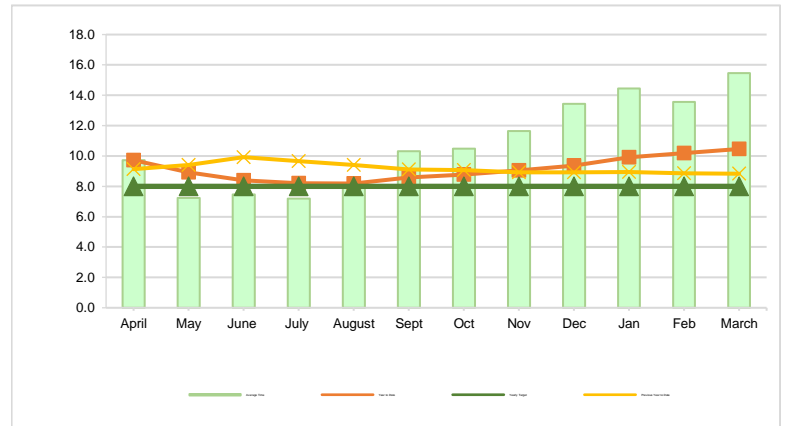
Annual Target: 90%			
Month	No. of repairs	Monthly Performance	Year to Date
April	1,925	94.70%	94.70%
May	1,962	95.26%	94.98%
June	1,919	94.58%	94.85%
July	2,299	95.13%	94.93%
Aug	1,928	95.64%	95.07%
Sept	2,019	94.90%	95.04%
Oct	1,870	94.28%	94.94%
Nov	1,984	92.99%	94.69%
Dec	1,441	94.38%	94.67%
Jan	2,114	93.42%	94.53%
Feb	1,790	91.12%	94.24%
March	1,417	91.39%	94.07%



Performance for first time fixes was 94.07% at year end, showing a slight increase on the previous year.

Average end-to-end time for all reactive repairs

Annual Target: 8 days		
Month	Monthly Performance	Year to Date
April	9.7	9.7
May	7.2	8.9
June	7.5	8.4
July	7.2	8.2
Aug	8.1	8.2
Sept	10.3	8.6
Oct	10.5	8.8
Nov	11.6	9.1
Dec	13.4	9.4
Jan	14.5	9.9
Feb	13.6	10.2
March	15.5	10.5



The number of days taken to complete a repair has increased in 2019/20, final outturn is 10.5 days

5. The Current Situation

- 5.1
- Performance in most areas has been maintained this financial year with slight improvements in certain areas, but COVID-19 has seen some challenges which have required some reactive changes within the department. The following are the key areas to note:
 - COVID-19 has affected performance in many areas. Such limitations on tradespeople working maintaining social distancing restrictions, home working, conflicting priorities, and government guidance changes, but HRS has adapted to meet these challenges and maintain performance.
 - Increased supplier costs, usage and demand for PPE and installing control measures within Hamilton House will also impact financially.
 - The Housing Repairs Service has integrated new Assistant Maintenance team leaders in the department. They are now offering support to Team Leaders, allowing them to review processes and procedures and make small but positive changes to the department.

- HRS has started a scheduled repair pilot to carry out Day to Day repairs and is showing many benefits while maintaining service delivery. This is to be reviewed at the end of January 2021. Early indications are this is having a wide range of positives in both financial and service delivery. Hopefully, this can have a positive impact on other areas of the department.
- HRS has continued to carry out a large amount of work around ensuring the service is compliant with current and upcoming regulations, including the appointment of a Team Leader specifically to manage compliance streams of work such as BM-Trada (Fire door accreditation). This will ensure that HRS are in a position to continue the reassurance to the authority and customers that items such as fire safety are managed proactively while allowing work that usually requires external contractors can be carried out and driven by HRS and the benefits this brings
- Over the last year, HRS has started to carry out several procurement exercises to conclude in 2021. Two of these are the departments biggest HRS hold, Fleet and material suppliers. A new material supplier will come into effect as of the 4th April (Jewson Partnership Solutions) and the introduction of a new fleet that will aim to be greener and more efficient working towards the council's climate goals

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 2019/20 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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SUBJECT: FIRE SAFETY UPDATE

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: ROSS O'LOUGHLIN – FIRE SAFETY ASSURANCE MANAGER
MATT HILMAN ASSISTANT DIRECTOR
ANDREW MCNEIL ASSISTANT DIRECTOR

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

2.1 This report covers the background following the Grenfell Tower fire (June 2017), it covers the key recommendations and CoLC's current position relating to fire safety.

2.2 Which includes:

- Fire strategies and considerations for building the risk profile
- Resident engagement
- Investment in infrastructure strategy
- Overall, in-house competence to be able to react to the new legislation
- Collaboration with Fire and Rescue and Lincolnshire Emergency Planning

2.3 To conclude, we have no combustible cladding on any of our in scope buildings. We have extended the knowledge and skills of our workforce and are far more aware of the risks posed by fire. We continue to develop our oversight and apply a risk based approach to our improvement and investment programmes.

Until the Bills are enshrined in law we continue to anticipate the changes, and are working on being in a position to satisfy and surpass the new legislative requirements.

The completion of fire infrastructure strategies, development of meaningful resident engagement and the collaboration with stakeholders, are all key in delivering fire safety assurance. This will result in delivering safe properties for the city's residents and ensuring a 'safer future' for the buildings.

3. Background

- 3.1 Following the recruitment of a fire safety specialist within the Housing Directorate, the focus of the Safety Assurance Team has shifted to better understand the level of fire risk and to plan to react to legislature. The last 6 months has seen the Fire Service Inspections of the three tower blocks and continuous engagement to reassure that the Council has a strong grasp of the risk, both current and future, and how best to manage it.
- 3.2 The Grenfell Tower fire in West London on 14 June 2017 claimed 72 lives. The tragedy exposed serious failings across the whole system of building and managing high-rise homes. The proposed legislative changes are in reaction to this and the government have produced these Bills to address the issues raised in the Hackett Inquiry. Residents and leaseholders will have access to vital safety information about their building and new complaints handling requirements will be introduced to make sure effective action is taken where concerns are raised.
- 3.3 Together, measures in the draft Building Safety Bill (BSB), Fire Safety Bill (FSB), and Fire Safety Order (FSO) consultation will improve safety standards for residents of all blocks of flats of all heights, with even more stringent approaches and oversight for buildings in scope. When residents move into a building that falls under the new set of rules, it will need to be registered with the Building Safety Regulator and apply for a Building Assurance Certificate. The Accountable Person (AP) will need to conduct and maintain a safety case risk assessment for the building and appoint a Building Safety Manager to oversee it day to day.
- 3.4 The HSE will introduce a self-funding Building Safety Regulator, that will be empowered to test landlords competence to manage the in scope buildings, have veto rights on the appointment of the Building Safety Manager (BSM) and have far greater powers to sanction those who do not follow the legislation.

4. Legislative changes and effect

- 4.1 The detail for the above-mentioned changes is vast and to summarise this we need to delineate between the BSB and FSB. The legislation is considering a mutual approach, although terminology reflects the CDM regulations in one and the Regulatory Reform (fire safety) Order in the other. The main thing here is the Responsible Person/ AP is the same thing in terms of duty holder responsibility.
- 4.2 This BSB is introducing a whole suite of changes that do align to CDM regulations, so there is familiarity in that. What is different is the introduction of a regulator, described above, that will supply a Building Assurance Certificate, which is specific to that building, on completion and production of a host of documents and other requirements in an application process. Without this the AP will be in breach and liable to prosecution.

- 4.3 The application will require the name of the AP, the BSM (competence not yet agreed and is required so the regulator can veto the appointment if not competent). A copy of the Building Safety Case report – new provision and a document that holds the Fire Risk Assessments, Fire strategy, test certificates, Alarm types, et al in one place – the so-called golden thread. A resident engagement strategy. Any information on the prescribed mandatory occurrence reporting – breaches in fire safety compliance/ structural concerns. Provisions for information routes to the residents and regulator alike.
- 4.4 So, the BSB is looking for all the information relating to the in-scope building type of high risk residential (18m or taller – may widen in future to encompass more building types inclusive of office types) relating to building safety. Then having a means to engage with the AP and BSM and understanding of how information is shared with residents. It wants to see active engagement and focus on fire safety. How the authority responds to safety issues and how it manages the overall safety of the in-scope buildings. This will be applicable to all buildings of this type, at any stage of construction and of course current buildings in use.

5 Fire Safety Bill

- 5.1 The FSB new bill will essentially do three things:
- Amend the FSO such that the building owner is required to manage and reduce the risk of fire, related to structure and external walls of the building, including cladding, balconies and windows as well as entrance doors to flats and within communal areas.
 - Provide a platform for the introduction of secondary legislation to enable recommendations from the Grenfell Inquiry phase 1 to be introduced, which stated building owners and those that manage them should be responsible for a number of actions including lift inspections, evacuation plans and easily understandable fire safety instructions for residents.
 - Allow MHCLG to include other types of buildings in the FSO as is required by industry events as well as design and construction considerations.
- 5.2 Moving forward this will mean that the extent in which current FRA's are compiled will need to be extended to include more areas, especially the external balconies and façade of the buildings. This could also mean increased costs in upgrading the external windows to fire rating standards and will take the responsibility beyond the front door and into the flat itself.

6 Current position on fire safety

- 6.1 The collaboration between Investment and Housing Repairs teams has created opportunity to enhance fire safety provisions across the housing stock particularly with regard to fire doors. The invitation of SAT into these collaborative meetings has seen some projects and issues expedited through development of understanding the holistic risk-based approach, combined with project management and joinery expertise. This will continue and despite teething problems through the procurement of fire doors in the tower blocks, fire safety

knowledge has gathered momentum and is being realised in the commitment to qualifying staff to BM Trada (UK third party accreditation service for wood work). This improved knowledge and commitment to improving standards will support the future plans to enhance the building information we gather as we look to build our building information in support of the Building Safety Case described above.

- 6.2 The Fire Service Inspection of the Tower Blocks was facilitated by SAT and through negotiation and careful consideration of the risks, presented to the Fire Service, the current progress and plans in place have satisfied the inspectors that we are appropriately managing the risk. There are outstanding actions related to fire doors and our collective proposal to solve these issues is accepted. This programme of work will require momentum and we have agreed methods of work including notional door set and surrounding wall fire resistance testing. This will help in determining the level of works required in improving compartmentation in the Jarvis House and Trent View. Future meetings on fire evacuation and collaborative working group on reactions to the new legislation have been set up with the CoLC, fire and rescue and LCC emergency planning.
- 6.3 The plan which has appeased the Fire Service includes a production of fire strategy drawings, which will afford us the opportunity to have a more proactive and strategic approach to spending on fire safety provisions. In essence provide us with a precedence of work required and look where our critical concerns are and how to resolve them. This applies to tower blocks only, but in order to be able to react to the legislative changes we need to have a picture of what we have and how we intend to manage that risk, without which the application to the regulator will not occur. By being proactive, creating a fire strategy and working from this we are futureproofing our effort and appeasing the Fire Service, whilst ensuring the safety of our occupants is the top priority. Our work with residents on a robust engagement plan will further supplement this work and is critical to ensuring we meet the needs of legislation and resident needs, whilst ensuring we have the right approach to investment work.
- 6.4 The main effort is aimed at the tower blocks as this is our greatest fire risk, in terms of number of occupants in one location. However, the overall assessment is not a high likelihood. All of the actions in the last round of Fire Risk Assessments have been completed. Now the fire strategies are complete, new Fire Risk Assessments can be commissioned and we are building a better picture, with more knowledge to make the right decisions around investment in fire safety.
- 6.5 The sheltered schemes are the next priority in terms of building risk, once again due to the number of occupants and the type of occupant. The fire door programmes will be delivered with a risk-based approach, to manage the investment output. The same approach to fire strategies and fire risk assessments will continue as with tower blocks, so that we are raising our standard but also subtly aware of the secondary legislative changes, that may occur in the years following the enactment of the upcoming bills, if the scope of the building type increases.
- 6.6 RO/ROSS checks carried out so far have provided strong evidence that the legal checks are being carried out in accordance with the appropriate standards and regularity. Further assuring the fire risk is being managed appropriately. The addition of a new in house fire safety advisor will further support this work.

7 Strategic Priorities

7.1 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.

8. Organisational Impacts

8.1 Finance (including whole life costs where applicable)

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

8.2 Legal Implications including Procurement Rules

As outlined in the 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

8.4 Human Resources

The Safety Assurance Team, within Housing and Investment currently advises and oversees fire assurance. The Manager role and the new Fire Safety Advisor role increases the overall fire safety knowledge, and expertise within the department.

8.5 Land, Property and Accommodation

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

8.6 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.

9. Risk Implications

9.1 (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.

9.2 (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.

10. Recommendation

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

Is this a key decision? No

Do the exempt information categories apply? Yes/No

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

How many appendices does the report contain? None

List of Background Papers: None

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

PEFORMANCE SCRUTINY COMMITTEE

21 JANUARY 2021

SUBJECT: WORK PROGRAMME FOR 2020/21

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 2020/21 (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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9 July 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
Quarter 4 Performance Report	Pat Jukes	Quarterly Report
Financial Performance (Detailed): Outturn 2018/19 Quarter 4	Jaclyn Gibson/ Colleen Warren	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2019/20 (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

20 August 2020 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20	Democratic Services	Regular Report
Portfolio under Scrutiny Session: Our People and Resources	Cllr R Metcalfe	
Monitoring Items		
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

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16th September 2020 – additional meeting

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Colleen Warren	Quarterly Report Professional High Performing Services

1 October 2020 (Thematic Reviews)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Economic Growth (To include recovery plans for the City and businesses)	Portfolio Holder	Annual Session Lets Drive Economic Growth
Other Item(s)		
Central Lincolnshire Local Plan Annual Report 2019/20 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth
Befriending Service	Paul Carrick	

19 November 2019 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 – Update	Democratic Services	Regular Report
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Q1 & Q2 (including an update on service Covid recovery plans)	Heather Grover/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
Other Items:		
Budget Review Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

21 January 2021

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
Monitoring Item(s)		
Performance Report-HRS	Gareth Griffiths	Annual Report Lets Deliver Quality Housing
Fire Safety Update	Andrew McNeil/Matt Hillman	Annual Report

18 February 2021 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2019-20 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing Inequality	Portfolio Holder	Annual Session Lets Reduce Inequality
Monitoring Items		
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

11 March 2021

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Portfolio Under Scrutiny Session – Economic Growth	Portfolio Holder	Annual Session Lets Enhance our Remarkable Place

25 March 2021

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2021/22	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Customer Experience and Review	Portfolio Holder	Annual Session Vision 2020 (Mixed)
Portfolio Under Scrutiny Session – Remarkable Place	Portfolio Holder	Annual Session Lets Enhance our Remarkable Place
Other item(s)		
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services

Portfolio Under Scrutiny Sessions

Date	Portfolio
20 August 2020	Our People and Resources
1 October 2020 & 11 March	Economic Growth
18 February 2021	Reducing Inequality
21 January 2021	Housing
25 March 2021	Remarkable Place
25 March 2021	Customer Experience and Review