

HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 2 November
2020**

6.00 pm

Virtual Meeting via Zoom

- Membership: Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Liz Bushell, Christopher Reid, Edmund Strengiel, Loraine Woolley, Mick Barber, Steven Bearder, Debbie Rousseau and Sheila Watkinson
- Substitute members: Councillors Biff Bean and Susie Parry
- Officers attending: Democratic Services, Chris Morton and Daren Turner
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Virtual Meeting

To join this virtual meeting please use the following link:

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AGENDA

SECTION A	Pages
1. Confirmation of Minutes - 12 October 2020	3 - 8
2. Declarations of Interest	

Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.

3. LTP Matters	Verbal Report
4. Homelessness and Rough Sleeping	9 - 14
5. Scheduled Repairs Pilot	15 - 20
6. Complaints	Verbal Report

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

Apologies for Absence: Steven Bearder, Debbie Rousseau and Sheila Watkinson

Also in Attendance: Mick Barber (Chair of LTP)

83. Confirmation of Minutes - 7 September 2020

RESOLVED that the minutes of the meeting held on 7 September 2020 be confirmed.

84. Matters Arising

The Chair referred to minute number 81 and asked for an update on the communal facilities within the Councils Sheltered Accommodation.

Yvonne Fox, Assistant Director – Housing advised that the situation had changed since the last meeting due to the increase in Covid-19 cases. Therefore the communal areas were unable to open for safety reasons.

The Chair asked if the cleaning regimes could be increased within the communal areas within flats?

Yvonne Fox, Assistant Director – Housing advised that at the start of the pandemic the cleaning of the communal areas in low rise flats had stopped on the advice of Health and Safety. Since then cleaning had re-started however, to keep staff safe 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 commented that everyone should be made aware of this, Members had received complaints regarding the cleanliness of the communal areas.

Yvonne Fox, Assistant Director – Housing advised that messages had been displayed on the intranet as well as Facebook to explain why the communal areas had not been cleaned.

Mick Barber, Chair of LTP asked if tenants were aware that they should not be brushing or mopping the communal areas?

Yvonne Fox, Assistant Director – Housing confirmed that she would find out what advise had been provided to tenants and she would report back .

85. Declarations of Interest

In the interest of transparency Councillor L Bushell stated that a member of her family was currently looking to become a tenant of the Council. She left the virtual meeting during the discussion on the item entitled “Voids”

86. LTP Matters

Mick Barber, Chair of LTP presented a report to update committee on the activities of the Lincoln Tenants Panel. He gave an overview of the following:

- The proposed new structure of the Lincoln Tenants Panel
- A scrutiny review of gardens
- LTP members had taken part in the judging of the garden competition and have selected the winners
- Carried out an estate inspection to check the work being undertaken and hear about plans for the seasons work at the Hospital Plantation land in Birchwood which was maintained by Hill Holt Wood.
- LTP were looking to build a closer bridge between the Birchwood Neighbourhood Board and Hill Holt Wood.
- A parking survey would be carried out on the Hartsholme Estate to assess the scale of parking on grass verges and what sort of solutions tenants would like to see.
- At the next LTP meeting the restarting of Estate Inspections would be discussed.
- Requested an update report on Tenancy Sustainability be brought to a future meeting of Housing Scrutiny Sub Committee.

Yvonne Fox, Assistant Director Housing of Housing responded that an update on tenancy sustainability would be provided as part of the Performance update, but if further information was required then a report could be provided early in the new year.

Members commented on the fantastic work that had taken place at the Hospital Plantation Land at Birchwood.

The Chair referred to parking on grass verges and expressed concern that the majority of houses in the Hartsholme area were privately owned and suggested that if the money was coming from the Housing Revenue Account then would it be better to look at an area that were mostly tenants of the Council.

Mick Barber, Chair of LTP responded that the area had been chosen at random and voted on by LTP. The project would be undertaken and if it went well it could be rolled out across the City.

RESOLVED that

- 1.) the report be noted.
- 2.) an update report on Tenancy Sustainability be provided at a future meeting of Housing Scrutiny Sub Committee.

87. Our Befriending Service During COVID-19

Paul Carrick, Neighbourhood Manager – Sincil Bank:

- a) presented Housing Scrutiny Sub Committee with a report on the Befriending Service that was set up during the Covid19 lockdown in Lincoln with the following aims to be achieved by the service:
 - A trusted service to support those who were most isolated in our communities

- A service that would provide mutual benefits for our customers and our staff
- Effective working with our signposting service, created to aid and support organisations to deliver vital help to those most in need.

b) explained what had been achieved:

- There was a peak of over 500 people using the service during May
- 54 befrienders from across the council's workforce were deployed to make calls
- Over 18,000 people across the city were contacted to see if they wanted calls

c) highlighted that:

- The Befriending Service positively impacted almost every person who was involved.
- Residents and staff were more connected, had support when they wanted and needed it, and above all – were listened to when they felt they had no-one to talk to.
- Whilst our intention was for light-hearted conversation to ease the potential loneliness of lockdown, we could never have anticipated the friendships and meaningful conversations that were created as a result of the befriending service.

d. invited Members questions and comments

Members commented on the fantastic work undertaken on this project.

The Chair asked if those people who had wanted to continue receiving calls had been followed up.

Paul Carrick, Neighbourhood Manager responded that everyone who wanted to continue receiving calls had been transferred to one of the third sector partners which were Age UK, YMCA/ Community Lincs or Assist.

RESOLVED that the contents of the report be noted.

88. Quarter 2 (2020/21) - Performance and Finance Report (To Follow)

Yvonne Fox, Assistant Director of Housing

- a. presented the Housing Scrutiny Sub Committee with an end of quarter report on performance for the second quarter of the year 2020/21 (July 2020 – September 2020)
- b. advised that of the 21 measures, 10 were on or exceeding targets for the year, 6 had not met the targets set and 5 indicators were currently not available.
- c. referred to paragraph 4 of the report and highlighted areas of good performance:
 - Arrears as a % of rent debit
 - % of rent collected as a percentage of rent due

- d. further highlighted areas that had not achieved their target and explained the reason for this:
- % of homes with valid gas safety certificate
 - Voids – a separate report was provided and considered later in the meeting.
- e. advised that performance in relation to allocations, repairs and ASB were all performing well despite the challenges of the Covid-19 pandemic and demonstrated how well the service and its staff teams had responded and supported tenants.
- f. invited committees questions and comment.

Question: A report to Audit Committee showed that the number of complaints received in this area had increased substantially and asked for the reason why?

Response: The target of 10 working days to respond to complaints was a locally agreed target with the Lincoln Tenants Panel. There was not a target for responding to complaints corporately. All complaints were different and some took longer to respond to than others. The 10 working day target needed to be considered to see if it could be realistically achieved and would need to be discussed with the Lincoln Tenants Panel. It would be better to measure an average time taken to deal with complaints. The level of complaints had decreased in quarter 1 and quarter 2 of this year. We needed to clarify where the numbers reported to Audit committee had come from.

The Chair requested that a verbal update on complaints be provided at the next meeting of Housing Scrutiny Sub Committee.

Question: Would the tenants with a large amount of arrears be supported?

Response: Yes, we work very closely with the tenants who would engage to support them wherever we can. Action would need to be taken for those tenants who would not engage. The moratorium for evicting tenants with arrears was coming to an end. We do not want to evict people and would provide all of the support that we could before action would be taken.

RESOLVED that

1. the report be noted
2. a verbal report on Complaints be provided at the next Housing Scrutiny Sub Committee.

89. Voids

Yvonne Fox, Assistant Director of Housing

- a) presented an update to provide information relating to the current number of void properties and the time taken to let void properties.

- b) advised that as of 30th September 2020 there were 65 properties in the void process and highlighted which stage of the repairs or lettings procedure each property was at, as detailed at Appendix A of the report.
- c) advised that of the 65 properties:
- 37 were in the repairs process
 - 28 were in the early void stages (lock change, asbestos check, cleansing or works ordering)
 - 16 were ready to let
- d) advised that of the 16 ready to let:
- 4 supported living properties had no one place bids on them
 - All of the other properties that were ready to let had bids on them and they were currently in the process of signing up.
- e) referred to the table at Appendix A of the report and advised that it provided details of keys that were due in and the property types, and also provided details of the number of days taken to let properties from April to September 2020.
- f) explained that due to Government Directives regarding the allocation of properties and operational constraints relating to repairing properties, it was difficult to effectively monitor the re-let times using the normal targets.
- g) invited members questions and comments

Comment: Referred to the overall void time and commented that 50.4 days was a significant increase.

Response: It was difficult at the moment to complete all of the repairs as quickly as normal due to the supply chain being affected by Covid-19. Senior Officers were holding weekly meetings to monitor each property in the voids process and to identify any issues that needed rectifying. The overall target would not be met by year end, however, it was expected to see an improvement month on month.

Question: Were any safety precautions put in place for viewing properties?

Response: Yes guidance was being followed for example all doors were opened prior to visits so that they did not have to touch door handles, officers did not go into the property with the prospective tenant. If the property was refused it would be re-cleaned. Very few people were refusing properties at the moment which meant that the offer accepted first time target had seen an improvement.

Question: What was the cost in money terms of voids properties?

Response: It was different at the moment due to the pandemic, there was not the usual availability of materials due to the supply chain being affected. The number of workers allowed to work on a property at the same time was also currently reduced. Some decent homes work had been completed and the quality of the kitchen units etc had been improved, this would mean that they would last longer.

The Chair requested that a report reflecting the costs of voids be brought to a future meeting of Housing Scrutiny Sub Committee.

RESOLVED that the contents of the report be noted.

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SUBJECT: HOMELESSNESS AND ROUGH SLEEPING

DIRECTORATE: HOUSING

REPORT AUTHOR: YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING

1. Purpose of Report

- 1.1 To provide Housing Scrutiny Sub-Committee with information relating to Homelessness and rough sleeping issues within the City.

2. Current position

- 2.1 Both locally and nationally, preventing homelessness and rough sleeping are key priorities. The Council receives significant funding from MHCLG to address the issues of rough sleeping and annual funding to fund initiatives to assist the Council with the delivery of its statutory functions outlined in legislation and the Code of Guidance.
- 2.2 The Council delivers statutory homelessness services via the Council's Homelessness Team and provides a 24/7 service, 365 days per year service. All policies and procedures fully comply 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.
- 2.3 The Homelessness Reduction Act 2017 was the most significant change in legislation since the 1985 Act. What it did was strengthen the requirements on local authorities to prevent homelessness and to develop personal housing plans in order to relieve homelessness.
- 2.4 With respect to the prevention and response to rough sleeping in the City, the Council have received significant funding from the MHCLG's Rough Sleeper Initiative Funding (RSI). The City was one first 11 to receive funding and year on year we have received additional funding to fund the Councils Rough Sleeper Team and support services such as the Cornerhouse Project, specialist support workers and move-on accommodation.

3. Homelessness Team

- 3.1 At present, the Homelessness team continue to work primarily from home providing a telephone service, and providing a full prevention and relief service in line with the provisions of the relevant Acts and statutory guidance.
- 3.2 The number of applications to the team are slightly lower than previous years but this is primarily down to the no eviction ruling made by the Government at the start of lockdown in March 2020, however the cases dealt with have tended to be much more complex and in a number of instances have been from those feeling violence.

- 3.3 As of the 30th September 2020 there are currently 75 households being supported by the homelessness Team at either prevention or relief stage.
- 3.4 Between April and September 2020, the Council prevented 54 cases of homelessness and relieved 116 cases

4. Rough Sleeping Team

- 4.1 The team was established in October 2018 with funding from The MHCLG's Rough Sleeping Initiative funding. Since then the Council has been successful in securing funding until April 2021 and we will be starting discussion with MHCLG to continue funding for a further 3 years.
- 4.2 The team are based at City Hall and have continued working from CH throughout lockdown. The team members work in bubbles to minimise any opportunity for Covid-19 affecting the entire team.
- 4.3 As of the 30th September 2020 there were 23 people sleeping out in Lincoln. On the most recent count (19th October) this figure had dropped to 9.
- 4.4 Attached at Appendix A is details of key management information relating to homelessness and rough sleeping.

5. Temporary Accommodation

- 5.1 As per legislation and guidance, the Council has a statutory duty to provide temporary accommodation for certain groups of people who are vulnerable.
- 5.2 Although there are several accommodation providers who provide accommodation for single people who are homeless, the Council does not control access to these properties and therefore in some cases, we have to provide TA in B+B accommodation.
- 5.3 As of the 23rd October 2020, there are the following households in temporary accommodation
- **13 single person households in B+B**
 - **No families in B+B**
 - **24 singles in temporary accommodation properties**
 - **Of those 24, 14 are former rough sleepers**
 - **7 families are in temporary accommodation properties**

- 5.4 With respect to expenditure on b+b, although we are still placing single people in b+b, expenditure is lower than in 2019 and housing benefit payments have increased resulting in a current cost of £29,920 to the General Fund which is within parameters set.

April- Sept 20-21 Costs

B&B Cost	HB Subsidy	Variance	% HB received
109,113.99	-79,193.55	29,920.44	72.58%

6. Challenges

- 6.1 Homelessness prevention and addressing rough sleeping continue to be key priorities both locally and nationally. Senior officers are in weekly contact with our MHCLG advisors and the Homelessness Cell chaired by Daren Turner has seen some excellent joint working develop over the last 6 months.
- 6.2 There is however, a shortage of affordable housing in the City both in the private sector and as a result of lower turnover in our own stock. As move on accommodation becomes difficult to source, temporary accommodation units quickly 'silt up' resulting in more people being placed in b+b.
- 6.3 The new Lincolnshire CC Housing Related Support service has seen a reduction in provision for the most vulnerable and the courts will be recommencing eviction hearings shortly.
- 6.4 We are anticipating homelessness applications will rise over the next 6 months and we will need to ensure that accommodation is available to those who we have a statutory duty to accommodate.

7. Recommendation

- 7.1 For Members to note the contents of the report

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? one

List of Background Papers: None

Lead Officer: Yvonne Fox, Assistant Director of Housing
Telephone (01522) 873716

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HOUSING SOLUTIONS (Rough Sleepers) –

React Measures	Total
Total number of Rough Sleeper Team cases (YTD)	59
Number of rough sleepers in the city at last count	23
Number of cases that have been placed in temporary accommodation/B&B since April 2020	42

Support Measures	Total
Current number of people supported by Rough Sleeper Team	17 – 14 under TA, 3 under Housing First
Number of ‘housed’ cases	9
Number of ‘reconnections’ made	0
How many people have been successfully housed from the Hub	67
Number of cases where the service user is already homeless	38
Number of cases where the service user is threatened with homelessness	4

HOUSING SOLUTIONS (Homelessness) –

Prevent Measures	1 st April – 30 th September 2019	1 st April – 30 th September 2020
Number of successful preventions	90	54

React Measures	Total
Number currently ‘under prevention’	15
Number currently ‘under relief’	60

Support Measures	Total
Number of successful relieved	116 (125 same period last year)
Number of ‘No Duty’ cases	18
Number of ‘Main Duty Accepted’ cases	1
Number of ‘Main Duty Discharged’ cases	11
Total cases that have left B&B	18
Average length of B&B stay	4.9 weeks

Temporary Accommodation Summary

At present we currently have:

- 13 single person households in B+B
- No families in B+B
- 24 singles in temporary accommodation properties
- Of those 24, 14 are former rough sleepers
- 7 families are in temporary accommodation properties

April- Sept 20-21 Costs

B&B Cost	HB Subsidy	Variance	% HB received
109,113.99	-79,193.55	29,920.44	72.58%

April-Sept 19-20 Costs

Cost	HB Subsidy	Variance	% HB received
132,404.74	-57,829.33	74,575.41	67.30%

SUBJECT: SCHEDULED REPAIRS PILOT

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: M HILLMAN, ASSISTANT DIRECTOR

1. Purpose of Report

- 1.1 To provide an interim review on the implementation of the Scheduled Repairs Pilot within the Housing Repairs Service.

2. Background

- 2.1 The Housing Repairs Service has recently begun a pilot of a new way of managing housing repairs. This process is called 'Scheduled Repairs'. Repairs will be carried out at set times of the year, across set areas of the city. A scheduled repair is a repair that needs to be completed but is not urgent and unlikely to cause risk to our customers, their home or belongings.

Based on the number of repairs we currently complete, the city has been divided into four different areas. Repairs for each of these areas will be scheduled in every 12 weeks over a 3 week period:

- North - Ermine East, West and Newport
- East - St Giles and Monks Road
- Central - Boutham Moor, Bracebridge, Manse, City Centre
- South - Birchwood & Hartsholme

We will continue to complete priority repairs within 24 hours and urgent repairs within 3 days, all other repairs will be delivered on a scheduled basis.

Based on previous feedback, our customers said that they would like, fewer appointments and follow on work, less missed appointments, minimal disruption and more flexibility in appointment time slots. Scheduled repairs allow us to plan all the work in each area, and ensure 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.

3. Pilot feedback to date

3.1 Repairs data

During the first week of the Scheduled Repairs Pilot launch, the Housing Repairs Service were given permission to resume internal repairs, previously ceased in March as a result of the Covid-19 outbreak. Due to the number of repairs that had been reported during this time, it was agreed that this new way of working would

be introduced in an attempt to manage the outstanding backlog of repairs, over 1,700 in total. Our aim was to have these completed within the first 12 weeks of implementation.

The pilot was first introduced in area 'North' on 17th August covering Ermine East, Ermine West and Newport. Throughout the 3 week period, we completed a total of 609 repairs. Compared to the 367 repairs we completed last year, this shows almost a 40% increase in completed repairs as a result of the Covid-19 backlog. There were 6 missed appointments and 41 follow on appointments all of which were successfully re-scheduled and completed within that same 3 week period.

The second batch of Scheduled Repairs began on 7th September in area 'East' covering St Giles and Monks Road. In total, we completed 761 repairs. Compared to the 359 repairs we completed last year, this shows a 52% increase in completed repairs. There were 25 missed appointments and 41 follow on appointments, all of which were successfully completed within that same 3 week period.

We are currently reviewing last year's data to demonstrate the reduction in follow on appointments and missed appointments as requested by our customers.

- 3.2 By working in one area for a concentrated period of time, we have reduced time spent travelling between jobs. This has increased overall productivity across the workforce and confirmed that we have the capacity to complete more repairs. As the Covid-19 backlog depletes and we move into the second 12 week cycle of the pilot, we can begin utilising this productivity and supporting other contracts including Voids and Aids & Adaptations. We can also consider bringing some of our repairs back in-house that we currently sub-contract out.

3.3 **Vehicle data**

Less travelling between jobs has resulted in a reduction in mileage and a subsequent reduction in fuel costs. In August and September last year, we recorded almost 72,000 miles and £15k in fuel expenditure. Since the launch of Scheduled Repairs, we have recorded just under 60,000 miles during the months of August and September and only £10.5k in fuel expenditure. Over the next year, we have the potential to reduce our total mileage by 17% saving between £27-30k on fuel expenditure. All contributing towards the council's commitment in achieving a **zero carbon** target by 2030.

Further additional benefits that we are currently exploring include the potential for less vehicle accidents by the fleet travelling less mileage and less repairs.

3.4 **Travis Perkins data**

Encouraging less vehicle usage will eventually reduce the number of visits made to Hamilton House to collect materials. Now that we're adapting a more proactive approach, we can plan the work in advance and ensure that the correct materials are ordered and delivered to the job on time.

Throughout the months of August and September last year, total visits to stores totalled 1,438. Compared to the number of visits made since the Scheduled Repairs pilot, there has been 1,355 visits. Although only a small reduction, we do expect to see this number decline as we move away from the Covid-19 backlog. Currently our Labourer/ Drivers continue to assist with the delivery of materials which contributes significantly to the number of visits made. To alleviate this, we are encouraging the workforce to utilise the delivery service provided by Travis Perkins. Our data shows that there has been a 40% decline in the use of the Travis Perkins delivery service compared to last year.

Not only will outsourcing our entire delivery service to Travis Perkins drive our fuel consumption and mileage down further, but will also increase our labour cost savings.

In 2019 alone, we made 9,090 visits to stores to collect materials. If we assume each visit took 30 minutes to complete including the time taken to travel there and back, this equates to approximately 4,545 hours. Based on the current average hourly rate of £35 per hour, that's a potential saving of almost £160k a year that could be re-invested back into the service.

3.5 Customer Survey

The Resident Involvement Team attempted to contact all 186 customers that had repairs completed to their home in the North area. They managed to complete 86 surveys in total resulting in a 46% response rate. The remaining 54% of customers were either uncontactable (on more than one occasion), unwilling to take part or unable to do so because of a language barrier or disability.

The majority of customers in the North area were satisfied not only with the Scheduled Repairs Pilot scheme but the Housing Repairs Service as a whole. Most found that Scheduled Repairs had resulted in less disruption and was easier to secure timeslots fitting around their own routine. Although the majority agreed that the service has always been flexible with appointments, they would appreciate the option of evening and weekend appointments too. The majority of respondents also preferred to see text messaging as a form of communication.

As part of the pilot, these surveys will also be conducted within area East, Central and South.

3.6 HRS Staff Survey

The Housing Repairs Service circulated 40 copies of the staff survey to all operatives and office staff involved. We have received 16 surveys so far, resulting in a 40% return rate. We are currently analysing this data and highlighting any trends with the customer survey results

Additional benefits that have been highlighted by our staff within the pilot scheme include better planning of workloads, more accurate information on job types, correct increased time on site for operatives, more customer interaction for team leaders and correct materials.

3.7 Communications

Prior to the launch of the pilot, we worked alongside Optima Graphic Design Ltd and put together a 5 minute animation introducing the new scheme. The video has been uploaded onto the Scheduled Repairs web page on our website and was also uploaded to our social media accounts. Alongside the animation, we also uploaded a 'Scheduled Repairs Booklet' that highlights the difference between Priority, Urgent and Scheduled Repairs, ways in which our customers can report these repairs and a 'Calander of Works' that shows when we are due to visit each area. The booklet was also uploaded onto our website and social media accounts. In preparation for the launch on the 17th August and prior to the press release, the Communications Team also uploaded 'Coming Soon' graphics and a short video presented by the Director of Housing informing customers of the pilot. The City of Lincoln Council Facebook page alone had almost 10,000 views as a result of these uploads.

3.8 Welfare Unit

To support this new way of working we also introduced a 'Welfare Unit' in the form of a portakabin. The aim of the Welfare unit is to provide the necessary facilities to our workforce and sub-contractors whilst on site, reducing the need for them to travel to and from Hamilton House throughout the day and to ensure compliance with the Covid-19 guidance. We are looking at developing several 'drop down' sites to provide welfare support and material storage.

Welfare unit location according to area:

- North – Lenton Green
- East – Greetwell Gate (subject to a planning application for change of use)
- Central – Turner Avenue (This will be relocated to Newland Street West Depot)
- South – Woodfield Avenue (This will be relocated to the Birchwood Depot)

The unit is equipped with a toilet, washing facilities, first aid and somewhere to rest and eat. HRS Team Leaders have also been alternating shifts at the unit, providing support to the workforce and completing any necessary inspections within the area. The unit will also be used as a drop off point for materials being delivered by Travis Perkins.

4. Strategic Priorities

4.1 Let's deliver quality housing

The pilot is initially showing that we are continuing to deliver quality housing and improving our repairs service to meet customer demands.

4.2 Let's enhance our remarkable place

The implementation of the 'drop down' sites will deliver not only service needs but utilise land/property that is currently underused.

4.3 High performing services

The implementation of the Scheduled Repairs pilot has seen positive impacts in service delivers, customer expectations and service, reduced carbon emissions and increased productivity.

5. **Organisational Impacts**

5.1 Finance (including whole life costs where applicable)

Financial impacts are to be evaluated once the pilot period has finished to ensure accurate costings are provided.

5.2 Legal Implications including Procurement Rules

N/A

5.3 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

5.4 Human Resources

N/A

5.5 Land, Property and Accommodation

N/A

5.6 Significant Community Impact

N/A

5.7 Corporate Health and Safety implications

The implementation of the 'drop down' points is enhancing the delivery of our Health, Safety and Welfare provision to our workforce and staff.

7. Recommendation

- 7.1 To support the continuation of the Scheduled Repairs Pilot and changing the service based on customer feedback.
- 7.2 To support continuation of developing the data to provide exact comparisons.
- 7.3 To support the provision and delivery of the 'drop down' sites.

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? None

List of Background Papers: None