

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 9 August 2021**

**6.00 pm**

**Virtual Meeting Via Zoom**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Liz Bushell, Christopher Reid, Edmund Strengiel and Loraine Woolley
Substitute member(s):	Councillors Biff Bean
Lincoln Tenants Panel member(s):	Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Steven Bearder (Member of LTP), Debbie Rousseau (Member of LTP) and Sheila Watkinson (Member of LTP)
Officers attending:	Democratic Services, Yvonne Fox, Matthew Hillman and Chris Morton

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### **A G E N D A**

#### **Virtual Meeting**

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#### **SECTION A**

**Page(s)**

1. Confirmation of Minutes - 23 June 2021 **3 - 10**

2. Declarations of Interest

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

3. LTP Matters

4. Performance Monitoring Report - Quarter 1 2021/22

**11 - 16**

- |  |                      |
|--|----------------------|
| 5. Allocations Policy Update - Update on Implementation of New Member Policy | <b>Verbal Report</b> |
| 6. Analysis of Housing Register - Update on Numbers in Each Band             | <b>Verbal Report</b> |
| 7. Work Programme 2021/22  | <b>17 - 24</b>       |

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

**Apologies for Absence:** None.

**Also in Attendance:** Councillor D Nannestad, Portfolio Holder, Quality Housing

**1. Confirmation of Minutes - 8 March 2021**

RESOLVED that the minutes of the meeting held on 8 March 2021 be confirmed.

**2. Declarations of Interest**

No declarations of interest were received.

**3. Change to Order of Business**

RESOLVED that the order of business be amended to allow the verbal report on Scheduled Repairs Pilot Feedback to be considered as the next agenda item, and that other agenda items be prioritised for discussion as required.

**4. Matters Arising**

Councillor Gary Hewson, Chair apologised for speaking out in error at Performance Scrutiny Committee the previous evening when he stated that changes to housing targets this year had not been agreed.

He now accepted that housing performance indicators had been altered for the Council year as agreed previously by Housing Scrutiny Sub Committee, then tabled at Executive. He recognised that the effects of COVID could affect the data and apologised for his mistake. The targets would be reviewed in six months' time.

**5. Scheduled Repairs Pilot Feedback (Verbal Report)**

Matt Hillman, Assistant Director, Housing and Investment, gave a verbal update on the Scheduled Repairs Pilot Feedback, covering the following main points:

- He apologised for a slight delay in the presentation of the report. It was due to be seen by the Director of Housing on Friday, it would then be made available to LTP members and passed through the normal Committee process.
- The hold-up in producing the report had been due to a delay in getting accurate updates on the figures, however, he was now happy with the data.
- Customer/staff feedback had been positive.
- The pilot scheme had helped in our aim to drive down carbon reduction and had also saved on fuel costs.
- He would share the report with Housing Scrutiny Sub Committee before it went through the Committee process, together with video footage on suggested recommendations.

- The pilot had been due to end in January 2021; however, it had been extended to ensure the data was comparable.

Debbie Rousseau, Lincoln Tenants Panel member highlighted that the appointed contractors were polite, professional, and friendly and had produced a good standard of work.

Mick Barber, Chair of Lincoln Tenants Panel appreciated that these were difficult times and that the Council was trying to get back as much as it could to service as normal. Any new project would have issues; however, this approach was the right way forward, well done.

RESOLVED that the content of the verbal update be noted with thanks.

## **6. Update on Housing Dept Operations Post Covid 19**

Daren Turner, Director of Housing and Investment, and Matt Hillman, Assistant Director, Investment provided an update on the current operating position of the services within the Housing Directorate during current national lockdown arrangements. Members were advised that the City of Lincoln Council constantly reviewed and adapted its service offer to protect our customers, staff, and our partner's staff. The following main points were covered:

- The Housing Directorate was committed to keep elements of service in place during COVID, sometimes only responding to emergencies, for our most vulnerable customers.
- The Department was carrying out agile working, where work was needed.
- Following the release by the Cabinet Office in March 2021 of a 'road map' to gradually move the country into a fully 'opened' position potentially by 21 June 2021, the DELTA variant was causing a spike in case numbers across the country which meant that steps to reduce restrictions had been put back until 19 July 2021.

A more detailed update summary of the current position was provided within the Director of Housing and Investment's report, covering the following areas:

- Housing Strategy
- Safety Advisory Team
- Resident Involvement
- Maintenance (Repairs/Aids & Adaptations/ Fire Compliance)
- Hamilton House
- Voids
- Investment
- Aarons
- Homelessness/Housing Solutions
- Rough Sleeper Team
- Tenancy Services/Voids Support
- Lincare/Supported Housing.

Members discussed the content of the report in further detail.

Councillor Vaughan praised officers on the work of the Department during the pandemic.

The following comments/questions emerged from discussions held:

- Now repairs were in-house/localised, would smaller contractors be used for installation of doors/windows and kitchens/bathrooms?
- Officer Response: Contractors would be brought in for kitchen installations in years 5 and 6 as a substantial number of properties would be due refits.
  
- Would the same kitchen standard be maintained?
- Officer Response: The kitchens would be of a higher specification. Bathrooms would be fitted with multi panels. The housing stock was in a great shape as verified by Savills. It was rewarding to be able to use our own operatives. Contractors would be brought in for larger jobs. The use of smaller contractors would benefit local suppliers. The service aspired to raise the standard of housing stock with the hope that properties would be maintained at an improved standard as tenants showed pride in their homes.
  
- The Chair of LTP, Mick Barber, welcomed the new way of working with use of local suppliers and contractors. He asked for a timescale for the re-opening of communal areas in sheltered housing.
- Officer Response: This was very difficult to determine due to the risk of infection, which had been avoided to date. The service would wait until the new date given by the government of 19 July 2021 to open these areas. Restrictions in larger communal areas had been eased a little.
  
- Would tenants receiving kitchen refits be given a choice of kitchen unit colours?
- Officer Response: Yes, Samples would be distributed.
  
- How effective was communication between housing officers and tenants during COVID?
- Officer Response: Communication had been mainly via telephone. The service wanted to return to the working practice of officers getting out and about in communities. Further technology was planned to use mobile devices to communicate more effectively and mobile working bays would be provided for staff.

Councillor Strengiel requested an update on the Birchwood Boiler House development. Matt Hillman agreed to e mail him directly on this matter.

The Chair reported that the Council was expected to work to the same standard from home as in City Hall to achieve the same service. The continuity of having regular housing officers was important to members of the community to enable them to associate with a familiar face.

RESOLVED that:

1. Councillor Strengiel be provided with an update from officers on the Boiler House project as requested.
2. The current operating conditions of the Housing Service and those proposed post announcement on 21 June 2021 be noted.
3. The verbal update on the delay in relaxing government lockdown restrictions until 19 July 2021 be noted.

## **7. LTP Matters**

Mick Barber, Chair of LTP Housing Scrutiny Sub Committee advised that he had nothing to report at present.

## **8. Housing Finance**

Daren Turner, Director of Housing and Investment spoke to a report provided by the Financial Services Manager on the Council's Housing Out-turn position for 2020/21. He advised on the content of the report as follows:

- The report provided members with the provisional summary of actual income and expenditure compared to revised budget for HRA and HRS services and showed how any surpluses had been allocated to reserves.
- The full out-turn report for the Authority would be presented to Executive on 24 June 2021.
- For 2020/21 the Council's Housing Revenue Account (HRA) net revenue budget was set at (£75,000), which resulted in an estimated level of general balances at year-end of £1,000,141.
- The financial performance quarterly monitoring report for 3<sup>rd</sup> quarter predicted an underspend of £772,391. The provisional outturn for 2020/21 now indicated an underspend of £71,514. This would result in HRA balances at 31 March 2021 of £1,074,653.
- For 2020/21 the Council's Housing Repairs Service (HRS) net revenue budget was set at zero, reflecting its full cost recovery nature.
- The financial performance quarterly monitoring report for 3<sup>rd</sup> quarter predicted a £204,670 surplus outturn for 2020/21. The provisional outturn for 2020/21 showed a trading deficit of £322,088, which had been repatriated to the HRA, as the major service user.

Daren Turner, Director of Housing and Investment highlighted that the HRA remained in a good position with a good level of reserves and funds set aside for future pressures.

Councillor Hewson, Chair, requested in terms of the figures for the out-turn position that a fuller report relevant to the Housing Service be provided the following year.

RESOLVED that the provisional out-turn position for the HRA and HRS for 2020/21 be noted.

## **9. Homelessness Reduction Act 2017 Statutory Duties**

Daren Turner, Director of Housing and Investment:

- a. presented a report from Alison Timmins, County Homelessness Partnerships Manager with a summary of the Council's statutory duties in accordance with the Homelessness Reduction Act 2017

- b. advised that the Homelessness Reduction Act placed new duties on English Councils so that everyone presenting as homeless or threatened with homelessness had access to meaningful help, irrespective of their priority need status or local connection to the authority they approached
- c. reported on several new duties introduced including:
  - Duty to assess all eligible applicants' cases and agree a Personal Housing Plan
  - The Prevention Duty: in cases of threatened homelessness
  - The Relief Duty: in cases where the applicant was homeless
  - New duties on Public Authorities; the Public Duty to Refer, and on applicants. Any applicant who failed to co-operate may cease to be eligible for further assistance.
- d. gave further detail to the duties/processes to be followed as outlined at Paragraph 3 of the officer's report.

RESOLVED that the contents of the report relating to the Council's statutory duties in relation to the Homelessness Reduction Act 2017 be noted.

## **10. County Wide Covid 19 Homelessness Response**

Daren Turner, Director of Housing and Investment:

- a. provided a report to update Members on the work of the Homelessness Cell which formed part of the Lincolnshire Resilience Forum (LRF) response structure for Covid 19
- b. confirmed that when the Covid 19 crisis started in early March 2020 the LRF set up a structure of meetings/group to help coordinate the response to the Pandemic
- c. advised that The Homelessness/Rough Sleeping Cell was part of that structure and was commissioned as a sub cell of the Health and Care Cell (the upper cell)
- d. described the terms of reference/membership of the cell as detailed at Paragraph 2.3 of the report
- e. reported on the current position of the group which had now been meeting for 15 months, meetings having been moved from weekly to bi-weekly as a "battle rhythm" was established with the Chair immediately moved to City of Lincoln (COL) due to the pressures in the City and established connections
- f. advised that the terms of reference had been changed as the group developed and its role morphed from being a reactive body, initially triggered by the letter all councils received in March 20 from Luke Hall (MP) calling for Councils to respond over the initial lockdown period by getting everyone in off the streets, now known as the 'everyone in' campaign

- g. highlighted that the group were able to achieve that initial critical milestone of taking virtually everyone off the street during the initial stages of lockdown
- h. reported on the most positive outcome from the formation of the cell being the network it had created and the partnership working that it had enabled; closely working together, in order to respond to the pandemic, had led to the creation of trust amongst not only the public bodies but also all the organisations involved in the homeless rough sleeping response which had resulted in successes across a range of areas as detailed within the report
- i. reported that, from learning over the last year, The Cell felt that research should be done into why people got into the rough sleeping system in the first place and then measures be put in place earlier to prevent the move to rough sleeping
- j. added that The LRF had now altered its structure slightly as it moved towards a recovery basis, The Upper Health and Care Cell had been stood down and we were advised that the Homelessness Cell should continue but report to a newly formed Community & Voluntary Sector Engagement (CVSE) Recovery Cell, moving forward, likely to be chaired by the new County Wide Homelessness Coordinator

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

Were rough sleepers with additional needs given assistance to support their tenancy?

Officer Response: In cases of a client in care they should be receiving support to maintain their tenancy and their needs managed through appropriate services. We were now looking at further resources in supporting tenancies.

It was not fair to categorise sofa surfers as not being homeless as they did not have proper living conditions. Vulnerable clients should get help from other Councils rather than being given priority over local people seeking accommodation.

Officer Response: It must be understood that this situation was not of our making as it was controlled by government legislation. We did refer clients back to their own areas.

It was understood there had been a reduction in Housing Related Support.  
Officer Response: Yes, the contract for funding this service had been reduced by £1m at the start of 2020/21 but delayed until October 2020 due to the pandemic.

Councillor Nannestad, Portfolio Holder for Quality Housing added that there was government money available under the 'everyone in' campaign' and provision of 'move on' accommodation for homeless people, although additional funding was required for Housing Related Support.

RESOLVED that the content of the update report be noted.

## 11. Work Programme 2021/22



The Chair

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2021/22 as detailed at Appendix A of the report
- b. advised that this was an opportunity for committee to suggest other items to be included on the work programme.

RESOLVED that the content of the work programme be noted.

**12. Exclusion Of Press and Public**

RESOLVED that the press and public be excluded from the meeting during consideration of the following items of business because it was likely that if members of the public were present there would be a disclosure to them of exempt or confidential information.

**13. Performance Monitoring Report Quarter 4 2020/21**

Yvonne Fox, Assistant Director of Housing

- a. presented the Housing Scrutiny Sub Committee with an end of year report on performance indicators for the 2020/21 financial year (April 2020-March 2021)
- b. reported that over the last eleven years the Council had been working with Lincoln Tenants Panel to improve external scrutiny and to meet standards implemented by the Tenant Services Authority
- c. added that from April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing, which was amended with effect from April 2012 although the principles remained the same
- d. referred to Appendix A of her report which detailed performance of the various targets in greater detail/clarity with further information on areas highlighted at paragraph 4 of her report
- e. invited committees' questions and comment.

Members discussed the content of the report, asked questions, and received relevant responses from officers thereon.

RESOLVED that:

1. The current performance outcomes during the financial year 2020/21 be noted.
2. A commitment to continued reporting on a quarterly basis and to determine a programme to have more interim in-depth reviews of service specific performance be noted.

**14. Anti Social Behaviour Update 2020/21**

Francesca Bell, PPASB and Licensing Services Manager/Yvonne Fox, Assistant Director of Housing:

- a. provided Housing Scrutiny Sub Committee with an overview of the reports of ASB received by the Housing Service in 2020/21
- b. provided further detail within the report on ASB cases listed by ward and by type, as summarised at Appendix A
- c. reported that Housing Services successfully obtained accreditation for the ASB services the Tenancy Services Team provided for our tenants in 2017
- d. added that over the last four years we had seen significant improvement in the quality of the help and advice we gave to our tenants; the service was due to be inspected again in 2020 but this was postponed due to the pandemic and it was anticipated that this would now take place later this year
- e. highlighted that LTP was significantly involved in the development of our services and would be involved with the next inspection; providing an excellent service to address reports of ASB was key in an excellent housing service and gaining the accreditation highlighted the quality of the service we provided.

Members discussed the content of the report in further detail, asked questions and received relevant responses from officers thereon.

RESOLVED that:

1. The breakdown of ASB cases opened during 2020/1 be noted.
2. A commitment to continue to provide the excellent service that we provided to address any reports of ASB and to look for ways to improve and develop the service further be noted.

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 1 – 2021/22</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with a quarter one report on Performance Indicators for the 2021/22 financial year (April 2021 – June 2021). See Appendix A.

**2. Executive Summary**

2.1 This report combines all performance relevant to Housing Landlord issues.

2.2 In total there are 21 measures and of these, against agreed targets, 8 are on or exceeding targets for the year (year-end), 10 have not met the normal targets set and 3 indicators are currently not available at the time of this report. Of the 10 measures that did not meet target, 2 of these were within 5% tolerance of their respective targets (Amber rating), and 1 of these is a year end target (Decent Homes).

**3. Background**

3.1 Over the last eleven years the Council has been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority.

3.2 From 1 April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012, but the principles remain the same.

**4. Main Body of Report**

4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).

4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.

4.3 Appendix A shows which targets have been met and those where we have not achieved our target. Of the indicators that are met or exceeded target, particular

areas to highlight are:

### **Arrears as a % of rent debit**

As of the end of June arrears stood at £1,206,624 compared to £918,016 the previous year, an increase of £288,608. A direct comparison is difficult as the rent-free weeks were moved last financial year, arrears therefore will appear higher until we have had the benefit of the two free weeks. Enforcement action has been severely impinged during the Covid period, which has made it difficult to take actions against tenants failing to pay or engage. In year collection remains on target at 99.31%.

### **Complete repairs right on first visit (priority and urgent)**

First time fix performance for urgent and priority repairs remains ahead of target. As these are repairs that are required to be completed in either 24 hours or 3 working days, most of these repairs are completed on the first visit with van stock, and without the requirement to raise a follow-on repair to attend at a later date. HRS has been affected by a shortage in some materials, however these have mainly related to more extensive repairs, and fortunately have had a minimal impact with the priority and urgent responsive repairs.

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

#### **% of calls answered within 90 seconds**

In Q1, we answered just over 22% of Housing calls within 90 seconds. The volume of calls has increased due to the easing of Covid restrictions and repair requests not scheduled during lockdown. There is also a shortage of materials effecting HRS' ability to complete repairs; and this in turn has caused an effect on incoming calls answering time, in that calls answered are taking longer to deal with to explain to customers the current situation.

#### **% of complaints completed within target time**

During quarter one we have had several officers unexpectedly having to cover the role of monitoring and chasing complaints, which has had a significant impact in performance. By the time we had established cover for complaints monitoring there were already a number of open complaints over the response target time. On a positive note, we have seen an improvement in performance in the month of June and we look to continue this trend moving in to quarter two.

### **Voids Performance**

The first quarter was challenging for the repairs service due to restrictions due to the on-going pandemic. By June we had begun to see some progress and the Q1 performance showed a slight improvement on year end. Increased focus on efficiencies and a working group to look at processes and how performance can be improved has been established.

Unfortunately, at the start of Q2 the voids contractor has gone into administration.

It is anticipated that by 9th August we will be in a position to work with up to 4 local/regional contractors to help HRS with void work. The Voids contract will have to be re-procured. This exceptional event will impact on voids performance figures for the rest of this year (days are calculated when a void is let) therefore we will be concentrating on clearing the backlog of voids and then establishing improved working arrangements going forward with our new contractor and focus on our internal procedures across all elements of the void process, to deliver further efficiencies.

## **5. Strategic Priorities**

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

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

## **6. Organisational Impacts**

### **6.1 Finance**

There are no direct financial implications arising from this report.

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

There are no legal implications arising from this report.

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

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

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

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

Due to the nature of this report, there are no equality, diversity and human rights impacts to be assessed however their impact will be considered as part of the service delivery at all times.

## **7. Risk Implications**

7.1 (i) No risks identified in this quarter.

## **8. Recommendation**

8.1 Members are asked to note and comment on:

- a) The current performance outcomes during the financial year 2021/22.
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in-depth reviews of service specific performance.

**Is this a key decision?** 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?** 1

**List of Background Papers:** None

**Lead Officer:** Gareth Griffiths, Housing Quality and Performance  
Team Leader  
Telephone (01522) 873448

**LANDLORD SERVICES – PERFORMANCE 2021/22**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	100.05%	96.5%	99.31%				
126	Arrears as a % of rent debit	3.74%	4.50%	4.20%				
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%				
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days				
61	Average re-let period – All dwellings (including major works) – (days)	50.2 days	38 days	48.1 days				
<b>Allocations</b>								
85A	% of offers accepted first time	83.33%	85%	75.42%				
<b>Repairs (Housing Repairs Service)</b>								
29A	% of all priority repairs carried out within time limits (1 day)	100%	99.5%	100%				
32	% of urgent repairs carried out within time limits	N/A	97.5%	86.18%				
33	Average time taken to complete urgent repairs	N/A	3 days	2.66 days				
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%				
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%				
41	Tenant satisfaction with repairs	N/A	95%	N/A				
<b>Repairs (Aaron Services)</b>								
29B	% of all priority repairs carried out within time limits (1 day)	99.64%	99.5%	99.29%				
<b>Decent Homes</b>								
50	% of non-decent homes	0.84%	0% (year-	2.10%				

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
			end target)					
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%				
<b>Complaints</b>								
22	% of complaints replied to within target time	70.8%	95%	70.37%				
	% of complaints replied to in line with Corporate policy	100%	-	98.18%				
<b>ASB</b>								
89	% of ASB cases closed that were resolved	97.81%	94%	98.52%				
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days				
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	To follow				
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	To follow				
<b>Customer Contact</b>								
	% of calls answered within 90 seconds	61.39%	80%	22.15%				



**SUBJECT: WORK PROGRAMME UPDATE 2021/22**  
**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**  
**LEAD OFFICER: ALI HEWSON, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

1.1 To present Members with the work programme for 2021/22 (Appendix A).

**2. Background**

2.1 The work programme for 2021/22 is provided for information to ensure members are aware of the forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme is regularly updated in consultation with the Chair of the committee and Chair of Lincoln Tenants Panel.

2.2 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and housing matters, to ensure that the work of this committee is relevant and proportionate.

**3. Recommendation**

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

**Access to Information:**

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised? No

**Key Decision** No

**Do the Exempt Information Categories Apply** No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

**Does the report contain Appendices?** Yes

**If Yes, how many Appendices?** 1

**Lead Officer:** Ali Hewson, Democratic Services Officer  
Telephone 873370

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**Housing Scrutiny Sub Committee Work Programme – Timetable for 2021/22****23 June 2021**

Item(s)	Responsible Person(s)	Origin of Request
LTP Matters	Lincoln Tenants Panel	Regular Verbal Update
Housing Department Service Update – COVID19	Daren Turner	
Breakdown of ASB Data -Council Houses	Yvonne Fox	Requested by Chair pre meet 22 Feb 2021
Housing Finance - Council's Housing Out-Turn Position for 2020/21.	Coleen Warren	Annual Report
Quarter 4 (2020/21) – Performance Report	Yvonne Fox	Regular Report
6 Monthly Update on Homeless Cell	Daren Turner	Six Monthly Report Requested by Chair Meeting 2 Nov 2020
Legal Responsibilities in Response to Homelessness	Alison Timmins	Requested by Chair
Scheduled Repairs Pilot Feedback	Matt Hillman	
Work Programme 2021/22	Ali Hewson	Regular Report

Updated 30 July 2021  
**9 August 2021**

Item(s)	Responsible Person(s)	Origin of Request
LTP Matters	Lincoln Tenants Panel	Regular Verbal Update
Allocations Policy Update – Update on Implementation of New Member Policy	Yvonne Fox	
Analysis of Housing Register – Update on Numbers in each Band	Yvonne Fox	
Performance Indicators Update – Quarter 1	Yvonne Fox	Regular Report
Work Programme 2021/22	Ali Hewson	Regular Report

Updated 30 July 2021  
**1 November 2021**

Item(s)	Responsible Person(s)	Origin of Request
LTP Matters	Lincoln Tenants Panel	Regular Verbal Update
Quarter 2 (2020/21) – Performance and Finance Report	Yvonne Fox	Regular Report
Review of Mutual Exchange Policy	Yvonne Fox	Requested by Chair/LTP Chair
Results of Pilot Repair Scheme	Matt Hillman	Requested by Chair e mail 30.07.21
Voids – Update on Numbers and Costs	Yvonne Fox	Regular Report
Update NSAP Scheme- Delivery Costs	Yvonne Fox	Requested by Chair at meeting 25 01.21
<span data-bbox="62 734 89 766">N</span> Numbers of Properties Offered to People on Council Waiting List/Others	Yvonne Fox	Last Two Quarters 2020/21 now then Regular Quarterly Report Required e mail 30.07.21
Work Programme 2021/22	Ali Hewson	Regular Report

Updated 30 July 2021

**24 January 2022**

Item(s)	Responsible Person(s)	Origin of Request
LTP Matters	<b>Lincoln Tenants Panel</b>	Regular Verbal Update
Homelessness and RS Update	Yvonne Fox	Regular Report
LTP Review Update Report	Mick Barber Chair of LTP	Annual Report
Schedule Repairs Project Update	Matt Hillman	
6 Monthly Update by Director of Housing on Homeless Cell	Daren Turner	Six Monthly Update Req by Chair Meeting 2 Nov 2020
Numbers of Properties Offered to People on Council Waiting List/Others Q1 and 2	Yvonne Fox	Regular Quarterly Report Required e mail 30.07.21
Work Programme 2021/22	Ali Hewson	Regular Report

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Updated 30 July 2021

**14 March 2022**

Item(s)	Responsible Person(s)	Origin of Request
LTP Matters	Lincoln Tenants Panel	Regular Verbal Update
Tenancy Sustainment Project Update	Keeley Johnson	12 Oct 2020 Meeting Min 86 Update
Quarter 3 (2020/21) – Performance Report	Yvonne Fox	Regular Report Quarterly
Numbers of Properties Offered to People on Council Waiting List/Others Q3	Yvonne Fox	Quarterly Report e mail 30.07.21
Allocations Policy - Update	Yvonne Fox	New Allocations Policy commenced in Jan 2021
Setting of Performance Targets 2022/23	Daren Turner	Annual Review
Report from PH Cllr Nannestad to Performance Scrutiny Committee	Cllr Nannestad	Annual report
Work Programme 2022/23	Ali Hewson	Regular Report

**Future topics: 6 Monthly Update by Director of Housing on Homeless Cell: Requested by Chair at meeting on 2 Nov 2020.**

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