

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 24 January 2022**

**6.00 pm**

**Committee Rooms 1-2, City Hall**

Membership:	Councillors Pat Vaughan (Chair), Loraine Woolley (Vice-Chair), Liz Bushell, Jane Loffhagen, Christopher Reid, and Edmund Strengiel
Substitute member:	Councillor Biff Bean
Lincoln Tenants Panel member(s):	Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Steven Bearder (Member of LTP) and Debbie Rousseau (Member of LTP)
Officers attending:	Democratic Services, Yvonne Fox, Matthew Hillman, Keeley Johnson, Andrew McNeil, Andrea Ripley, Clive Thomasson, Alison Timmins, and Daren Turner

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## A G E N D A

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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:** Councillors Councillor Pat Vaughan (*in the Chair*), Liz Bushell, Rebecca Longbottom, Christopher Reid and Edmund Strengiel

**Apologies for Absence:** Councillor Loraine Woolley, Steven Bearder, Debbie Rousseau and Sheila Watkinson

**Also in Attendance:** Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP) and Mike Asher (Substitute LTP Member)

**23. Confirmation of Minutes - 9 August 2021**

RESOLVED that the minutes of the meeting held on 9 August 2021 be confirmed.

**24. Matters Arising**

In relation to Minute No 18, 'Other Matters' Mick Barber, Chair of Lincoln Tenants Panel, asked whether there was any further update as to when Housing Appeals Panel hearings would recommence?

Yvonne Fox, Assistant Director of Housing, confirmed as that as soon as there were appeals in the system to be heard a meeting of Housing Appeals Panel would be called.

**25. Declarations of Interest**

No declarations of interest were received.

**26. LTP Matters**

Mick Barber, Chair of LTP reported as follows:

- LTP had undergone a great deal of restructuring over the last two-year period.
- LTP members had been involved in working groups together alongside officers to carry out this task; he gave thanks to the support given by officers especially in such difficult times.
- Chris Morton, Resident Involvement Manager was leaving the employment of the City of Lincoln Council on 26 November 2021. He had worked so hard for the LTP and expressed total respect for all his commitment and support.

**27. Quarter 2 (2021/22) - Performance and Finance Report**

Yvonne Fox, Assistant Director of Housing:

- a. provided Housing Scrutiny Sub Committee with a quarter two report on Performance Indicators for the 2021/22 financial year (April 2021-September 2021), as detailed at Appendix A of her report, which combined all performance relevant to Housing Landlord issues

- b. advised that of the 21 measures, 7 were on or exceeding targets for the year (year-end), and 13 had not met the normal targets set
- c. highlighted that of the 13 measures that did not meet the target, 6 of these were within 5% tolerance of their respective targets (Amber rating), 3 of the 6 were year-end targets (Decent Homes and 2 financial measures) and one measure did not have a target set (Complaints replied to in line with corporate policy)
- d. reported that over the last eleven years the Council had been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority
- e. reported 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, amended with effect from April 2012, although the principles remained the same
- f. referred to Appendix A which attempted to simplify the overall analysis of the data by listing performance on a service functional basis (rents, repairs, etc) and then showing the source of the indicator (reason)
- g. added that for comparison purposes each indicator showed last year's performance against the target for the current year (where applicable) and progress made in the current year
- h. referred to paragraph 4.3 of the report and highlighted areas of good performance:
  - Anti-Social Behaviour
  - % of Rent Collected as a % of Rent Due
  - Repairs Indicators
- i. reported at paragraph 4.4 of the report on reasons where we were close to achieving our targets (amber rating) as follows:
  - Arrears as a % of Rent Debit
  - % of Homes with Valid Gas Safety Certificate
  - Housing Investment and Programmed Maintenance
- j. further highlighted a brief explanation of reasons where we had not achieved our targets as detailed at paragraph 4.5 of the report:
  - Voids Performance
  - % of Urgent (3 days) Repairs Carried Out Within Time Limits (HRS)
  - % of Complaints Replied to Within Target Time
- k. stated that although there were no direct financial implications arising from the report, there were several indicators that did affect the HRA including the amount of rent collected and repairs and improvements; we continued to monitor our financial position with our finance colleagues
- l. invited committees' questions and comments.

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

- Current performance was promising to see with only a short dip due to circumstances surrounding COVID.
- There was currently a general shortage of staff across the country in all professions. Hopefully the red rating in the area of urgent repairs carried out within 3 days would disappear in time.
- The average number of days to resolve Anti-Social Behaviour cases for quarter 2 at 49.1 days represented good performance.

The following key questions emerged:

- Question: Performance in relation to the percentage of Anti-Social Behaviour cases resolved/closed was showing as 98.54%. What proof did officers have to back up this data?
- Response: Each case opened was allocated a case file and progress was tracked accordingly. A case could not be closed until it was resolved with full compliance. A customer satisfaction survey was also completed prior to closure.
- Supplementary Question: Were cases closed because the customer received a satisfactory conclusion or because the case couldn't be taken any further? Whose decision was it?
- Response: The figures quoted related to tenancy services. There may be cases on occasions which took a long time to resolve but these were exceptional cases.
- Question: Was the percentage of customer telephone calls answered within 90 seconds at 18.2% in this quarter, set against a target of 80% due to having staff shortages?
- Response: Advice taken from Joanne Crookes, Customer Services Manager revealed that calls were more complex and taking longer to deal with. There were also instances of staff absence due to COVID and recent staff turnover meant that staff were in training. Figures obtained from the Customer Services Manager recorded average waiting times in September 2021 as follows: Of the 10,691 calls answered the average waiting time to get through to an agent was 7.13 minutes, with 28% of calls being answered within 90 seconds. (Subsequent to the response provided at the meeting, figures obtained for October 2021 showed a marked improvement: Of 10,574 calls answered the average waiting time to get through to an agent was 5.16 minutes, with 42% of calls being answered within 90 seconds.)
- Question: Were callers informed what number they were in the telephone queue?
- Response: Yes. They were also offered a call back in this duration and referred to the online service available as an alternative.
- Question: Why had the percentage of all priority repairs carried out within the time limit by Aaron Services dropped from Quarter One to Quarter 2?
- Response: Performance had dropped slightly. Regular meetings were held with Aaron Services, who also had recruitment issues and illnesses due to COVID. There were solid reasons for the current situation. The company

worked very hard in partnership with the Housing Service and provided good value for money

- Question: Performance in terms of complaints was improving, however, still along way from reaching the target. When was the target last reached and how recently were the actions identified to address the problems implemented? If this was recently, why had it taken so long?
- Response: The nearest the service had been to the target was 90% in April 2020. The targets in relation to the Housing Service were much more stringent than corporate targets. There was also a significant higher number of complaints received compared to other departments. Many instances registered as complaints were in fact service requests. An action plan was in the process of being implemented to deal with these anomalies and complaints monitoring reviewed.
- Question: Could officers provide additional detail regarding measures ongoing to address the shortfall in % of urgent repairs carried out within time limits i.e., flexible recruitment campaigns, job advertisements, how success was measured?
- Response: The service was currently undergoing a flexible recruitment process for fixed term/part time/ afternoon/evening workers. It also linked up with local colleges to give opportunities for school leavers. (Council policy required all vacancies to be advertised internally first which caused some delays. Also, employees were entitled to resign with only a month's notice) Recruitment open days were being arranged/recruitment videos introduced. Progress would be measured in the next 4-8 weeks as new operatives were recruited. The benefits of working for a local authority were being advertised e.g., pension scheme, good working hours, tools and PPE equipment provided. It was very challenging to recruit staff in a 'boom' economy.
- Question: How was performance measured for repair appointments kept compared to appointments made measured?
- Response: This data was provided by the Performance Team
- Question: There were examples where customer services had contacted tenants to book repairs that had already been completed. Was this an occasional occurrence?
- Response: Officers were not aware of such issues; however, they would investigate further if provided with greater details.
- Question: What was the current position regarding the delay in completion of electrical safety testing work?
- Response: There was currently a six-week back log of electrical testing work compared with gas inspections over a 5-year period; gas inspections were being continued.

LTP members requested that data be prepared to propose instigation of a 5-year electrical testing scheme to reach the same standards as gas inspections.

RESOLVED that:

1. The current performance outcomes during the financial year 2021/22 be noted.

2. Data be prepared on a 5-year electrical testing scheme to reach the same standards as gas inspections
3. 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 particularly in relation to Anti-Social Behaviour be noted.

**28. Mutual Exchange Policy**

Yvonne Fox, Assistant Director of Housing:

- a. presented Housing Scrutiny Sub Committee with a copy of the Council's Mutual Exchange Policy and Procedures
- b. advised that the policy had been amended during the COVID pandemic in line with the Governments directive not to allow any non-essential moves during lockdowns or at other times when the movement of people should be avoided
- c. highlighted that the only discretion in respect of changes to the Mutual Exchange Policy related to repairs as the scheme was governed by statute
- d. reported that a meeting had taken place with members of LTP to advise on the legal position in relation to mutual exchanges, after which LTP Members agreed to look at the repair's procedure relating to mutual exchanges
- e. highlighted that any proposed changes would need to be costed and their impact on the HRA considered before changes in policy could be recommended
- f. welcomed a further report from LTP members with any recommendations for areas of review.

Members discussed the content of the report in further detail.

Mick Barber, Chair of LTP summarised the following main points:

- A working group had been set up made up of officers and Members to review and make suggestions regarding tweaks to the Mutual Exchange Policy.
- The issues surrounded tenants undergoing mutual house exchanges and making requests for additional work to the new property.
- An annual Mutual Exchange Conference held annually in the City had encouraged a good response from tenants wishing to exchange.

Councillor Reid asked whether COVID measures to restrict the movement of tenants were still in place?

Yvonne Fox explained that when the country first went into lockdown non-essential moves were not allowed. These restrictions were no longer in place; however, the housing authority was still cautious in line with the amended policy.

Councillor Reid queried the legality of text within paragraph 2.2 and 3 of the amended policy to allow the Assistant Director of Housing/Tenancy Services

Manager to defer any requests where the move was not 'essential'; wording he felt needed clarification.

Daren Turner, Director of Housing clarified that the Government had made it clear that essential meant 'high medical need'. This was not defined in law, but in terms of reasonableness/not to be detrimental to the health of the person in the household. Legal advice had been taken.

Councillor Vaughan, Chair, asked how many Mutual Exchanges had been deferred?

Yvonne Fox explained that the policy had been amended to reflect restrictions during the first and second COVID lockdowns. Tenants had cooperated with the housing service during this period and had been happy to wait.

Mick Barber, Chair of LTP highlighted that there was an agreed timescale for deferred mutual exchanges which could be appealed against if a specific request was prolonged further.

Councillor Strengiel referred to the ten grounds for refusal of a mutual exchange at paragraph 5.2 of the policy. He asked whether circumstances where one of the houses was in perfect condition but the other in need of refurbishment would be grounds for refusal?

Yvonne Fox clarified there was no legal ground to refuse an exchange if both tenants were in agreement.

Matt Hillman, Assistant Director of Housing, and Investment suggested that further guidance be set down to manage expectations/responsibility of the tenant accepting a mutual exchange to agree with the tenant leaving the property any specified repair work required which should be recharged back to the new tenant. This would allow a consistent process to be followed similar to voids

Mick Barber highlighted that the working group was looking into the time limit for non-essential repairs following mutual exchanges.

Daren Turner advised that the majority of mutual exchanges went very smoothly, although he had seen instances of a signed document for the property to be 'taken as seen' with no repairs within 12 months, followed shortly after by requests for repairs to the same property.

RESOLVED that:

1. Legal advice be sought on the relevance/suitability of the wording within paragraphs 2.2 and 3 of the amended Mutual Exchange Policy.
2. A further report be awaited from LTP on potential areas for review of the Mutual Exchange Policy.
3. The current Mutual Exchange Policy be noted.

## **29. Numbers of Properties Offered to People on Council Waiting List/Others**

Yvonne Fox, Assistant Director of Housing:



- a. provided statistical data in respect of allocation of council properties April-September 2021 as detailed within her report
- b. advised that at the end of Quarters 1 and 2, 200 properties had been allocated
- c. referred to her allocations update which detailed types of applicant/banding successful bids were made to; broken down further by percentage property types across all properties
- d. highlighted that the authority was still required by law to ensure that any household threatened by homelessness or being actually homeless were prioritised for accommodation
- e. added that the Council also had a quota for transfer applicants to move into more suitable accommodation that met their changing needs, set at 25% of all lettings to ensure that local needs and Government priorities were met
- f. welcomed comments on the content of her report.

Members raised questions as follows:

- Question: It would be useful to see a comparison against data for previous years, was the percentage number of homeless people higher now than pre COVID times?
- Response: Since legislation had changed a full year's figures were not yet available. However, homelessness cases pre COVID were approximately 25% compared to a likely 40/45% at the end of the year.
- Question: Further information would be helpful on what types of property people had transferred from, whether homeless people had moved out of private sector housing, where they came from, who they were in terms of age/family situation. This would give a fuller picture over time.
- Response: This type of data could be brought to a future meeting of Housing Scrutiny Sub Committee. The figures were available. There had been many changes over the years particularly post Homelessness Reduction Act legislation. People had complex needs, in difficult circumstances such as fleeing violence and rough sleeping was more prevalent. The profile was changing and would probably always do so.

RESOLVED that the content of the statistical report be noted with thanks.

### **30. Work Programme Update 2021-22**

The Chair:

- a. presented the work programme for Housing Scrutiny Sub Committee for 2021/22 as detailed at Appendix A of the officer's 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.

**31. AOB**

Councillor Vaughan, Chair of Housing Scrutiny Sub Committee extended his heartfelt thanks to Chris Morton, Resident Involvement Manager on behalf of all Members for his support to Housing Scrutiny Sub Committee and City of Lincoln Council tenants/LTP members over recent years. He wished Chris all the best in his new career as he left the employment of the City of Lincoln Council on 26 November 2021.

**Mick Barber Report**  
**Chair of Lincoln Tenants' Panel**

Since our last meeting The Panel have been busy with a number of key pieces of work:

1. Contributed work on fire safety engagement. The Building Safety Resident Engagement Strategy is being presented to this committee today
2. Agreeing objectives and developing the Tenant Involvement Strategy which is to be presented to this committee on 14 March and a revised constitution for the Lincoln Tenants Panel, again, due to be presented to this committee in March as well.
3. Contributed and working with the regulator regarding the complaints procedure We have been involved in complaints monitoring and now scrutinise complaints at random. We have received training about this, and a booklet is being developed about compensation
4. Completing a review on gardens. The recommendations we made about garden management have been agreed and a new leaflet has been drafted
5. Taking part and contributed to schedule repairs pilot system
6. Completed consultation on off street parking.
7. We have also asked to be involved in the recruitment of a new Resident Involvement Manager and this has been agreed
8. We are pleased with the Annual Report to Tenants which was published recently

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<b>SUBJECT:</b>	<b>RESIDENT ENGAGEMENT, BUILDING SAFETY</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>ANDREW MCNEIL, ASSISTANT DIRECTOR, HOUSING STRATEGY</b>

**1. Purpose of Report**

- 1.1 To present the Draft Resident Engagement Strategy for Building Safety to Housing Scrutiny Sub Committee and to seek feedback.
- 1.2 The Draft Resident Engagement Strategy for Building Safety received the support of Policy Scrutiny Committee at its meeting held on 23 November 2021.

**2. Background**

- 2.1 Following the Grenfell tragedy in 2017 the government launched a review to improve building safety in Higher Risk Residential Buildings (HRRB's). Following the review, the Building Safety Bill was developed, which has currently passed the committee stage in the House of Commons.
- 2.2 The bill contains a requirement to have a specific building safety resident engagement strategy, that sets out how we will involve residents building safety and communicate key messages. This is to address one of the key findings, which stated there was a lack of involvement and communication with residents at Grenfell in the years leading up to the tragedy.
- 2.3 The strategy should cover high risk buildings these are properties such as multi-storey blocks over 18 metres and potentially secondary legislation expected to cover sheltered housing. The regulator has advised that significant efforts should be made to engage all residents living in these properties and should not be limited to residents who are already involved in resident engagement. A reaction to building safety by residents requires tangible results, so KPI's will be developed to show how residents are engaging, following suggestions from the committee.
- 2.4 In response to the requirement, we have developed a strategy for Lincoln in consultation with elected members, staff and the Lincoln Tenants' Panel. It has also been developed in line with best practice from the housing sector.
- 2.5 The strategy that we have developed sets out our approach to engaging with residents and has three main strands. These are:
  - Information and understanding
  - Resident and landlords' responsibilities
  - Action to take in the event of a fire

The draft strategy can be found at Appendix 1

- 2.6 Once the strategy has been approved by Executive the council will begin the process of implementing and develop an action plan.

### **3. The Strategy**

- 3.1 This strategy has considered both the legal responsibility but tried to look for innovate and engaging ways, to tackle the issues around communication with residents and getting 'buy in'. The traditional push approach for informing works but more importantly this aims to create the pull approach from residents. Its wider implications around ensuring fire safety management and emergency plans are enacted, will result in a clear approach to meet the requirements.

### **4. Strategic Priorities**

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

The strategy is a key part of delivering quality housing in Lincoln, making sure buildings are safe and residents are involved with us as their landlord.

### **5. Organisational Impacts**

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

There are no direct financial costs as a result of the strategy.

#### **5.2 Legal Implications including Procurement Rules**

The strategy will meet the requirement in the Building Safety Bill to have an engagement strategy.

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

The strategy will allow for us to engage with residents from a range of backgrounds.

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

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

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

### **6. Recommendation**

- 6.1 It is recommended that Housing Scrutiny Sub Committee give feedback on the strategy, prior to referral to Executive for approval.

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	2
<b>List of Background Papers:</b>	None

**Lead Officer:** Andrew McNeil, Assistant Director, Housing Strategy  
Telephone (01522) 873214  
Email address: [andrew.mcneil@lincoln.gov.uk](mailto:andrew.mcneil@lincoln.gov.uk)

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CITY OF  
*Lincoln*  
COUNCIL

# Resident Engagement Strategy 2021



## City of Lincoln Resident Engagement Strategy

### 1. Introduction

1.1 This is the City of Lincoln Council's (CoLC) first Building Safety - Resident Engagement Strategy. The strategy is valid at the time of publication but may change as and when new legislation comes into place.

1.2 Following the tragic fire at Grenfell Tower a new regulatory regime is being introduced for High-Risk Residential Buildings, the principles within this strategy apply to any CoLC residential building with communal space. The strategy is about how we will engage and communicate with residents about building safety for new and existing buildings. It should be considered the first steps in achieving meaningful engagement with residents about the safety of their homes.

1.3 This strategy will lay out the ways in which the CoLC will respond to legislation but also define success, in terms of tangible response to this activity from our residents.

### 2. Objectives

2.1 The key aims of this strategy are to:

- Ensure residents are empowered to play an effective role in ensuring their building is, and continues to be, safe.
- Set out the ways residents can get involved and the benefits to them from participating in engagement on building safety.
- Identify the building safety information residents wish to be provided with.
- Identify the way in which residents wish to be provided with building safety information.
- Establish how we can improve the way we engage with residents in relation to the safety of their home.
- Engage staff with regards to residents' rights to have a say in relation to their homes.
- Clarify our responsibilities and residents' responsibilities to ensure their homes remain safe.

2.2 The strategy will be reviewed as part of our preparations for the implementation of the draft Building Safety Bill or as other changes of legislation or regulation come into place, and in response to priorities identified by the Building Safety Regulator.

### 3. Background

3.1 Following the tragedy at Grenfell in June 2017, the Government commissioned the Independent Review of Building Regulations and Fire Safety led by Dame Judith Hackitt. This report was published in May 2018. In December 2018 the Government accepted all 53 of the report's recommendations and many are being progressed in the Fire Safety Bill and the draft Building Safety Bill. Within the report there is a huge emphasis on landlords engaging with residents about building safety. This strategy outlines how we will engage with and involve residents in the safety of their homes.

3.2 In June 2019 the Government published a consultation document setting out how they plan to overhaul the system for high rise residential buildings through:

- Clearer responsibilities for those building or managing these buildings.
- A stronger voice in the system and better information for residents.
- Greater oversight by regulators; and
- Tougher enforcement when things go wrong.

3.3 The Grenfell Inquiry – Phase 1 Report was published on 30 October 2019 with 16 recommendations for either landlords or the London Fire Brigade to review. We have established a new Building Safety focused team and we will be reviewing these recommendations and overseeing all required remedial work to our buildings. The draft Building Safety Bill was published in July 2020 and consultation on the bill was completed in June 2021 when it was introduced to parliament. The timetable for the introduction of new legislation and implementation of the recommendations has not yet been decided.

## 4. Actions

4.1 We are actively reviewing the proposed requirements in the High-Risk Residential Building's (a building where the impact of a fire can be catastrophic) legislation and will carefully review elements that we could take forward in advance of regulatory requirement changes. We aspire to be at the forefront of organizations' addressing the building safety crisis but are also mindful of clarity and value-for-money.

4.2 This strategy explains how we will engage and involve residents about the safety of their homes. It doesn't include specific building safety information about individual homes.

We have worked with staff, councilors and the LTP to develop this strategy through focus groups and wider consultation. The next step is to develop this plan with residents via various means such as text, email, paper survey and focus groups. We want to make sure it meets residents needs and requirements. It explains what residents can expect in terms of communication from us and how they can get involved and where required, raise concerns.

There is a difference between building safety and building security. If the front door to the building is left open (for example) this is a building security issue but not a building safety issue. It could lead to a building safety issue if an unauthorised person entered and committed an act that endangers the safety of the building such as arson. This strategy will not discuss building security.

## 5. Understanding our responsibilities

5.1 Building safety is something that all residents and landlords must work on together. Everyone in the building can have a positive impact on the safety of their household and neighbours, and it is all our responsibility to do what we can to keep the building and its occupants safe. That includes letting us know of any safety concerns residents may have, understanding building safety messaging and taking responsibility for the safety of each home. As a landlord we are responsible for undertaking different types of building safety inspections monthly, annually or bi-annually such as gas safety checks, fire risk assessments, legionella testing.

## 6. The Plan

6.1 There are three main strands to how we will engage with residents around building safety:

- Information and understanding.
- Resident and landlords' responsibilities.



- Action to take in the event of a fire.

### 7. Information and understanding

7.1 We will use a range of ways to communicate and engage with residents to cater for, as much as possible, the diverse needs of residents. Examples of the way in which we can communicate with residents may include but is not limited to:

- At sign up
- New tenant visit
- Website
- Portal
- Notice boards
- App
- Text
- Email
- Letter
- Pop up sessions to talk about building safety
- Video

7.2 We will also ensure we cater for residents at our sheltered and grouped housing schemes who may prefer face to face meetings to discuss the strategy and the specific arrangements for their building. Following all meetings, information provided will be delivered to each resident's home. If there are any significant changes to the strategy or action plan, we will update residents on an annual basis (or more frequently if required).

7.3 For residents at our Schemes we can share building safety information with their relatives if they request us to. Where we have identified a serious issue with a building affecting the safety of all residents, we will update residents regularly about any interim safety measures we have put in place, remedial works and further investigations that are required.

A fire action notice is installed within each building. These confirm whether the building has a 'stay put' or 'evacuation' strategy in the event of a fire. We will encourage residents to get involved in making decisions relating to the safety of their building. If residents would like to get involved in building safety matters, then contact the Resident Involvement team who will welcome their input. Residents can contact them directly at [LTP@Lincoln.gov.uk](mailto:LTP@Lincoln.gov.uk).

7.4 Once this strategy is put in place, we will work with residents to identify a way to measure how satisfied all residents are with the way we have delivered the strategy. One way of doing this may be a reduction in the number of occasions upon which we have to remove fire hazards left by residents in the communal parts of a building. We will commit to reviewing feedback from our residents to ensure we continuously improve the service we provide to them.

### 8. Clarity and accessibility of information

8.1 We will proactively provide all residents with the information they need to help them understand the protections that are in place to keep their building safe. We will make sure the information provided is relevant and in a format that can be understood by residents. We aim to provide this information in

different formats on request, for example, for residents who have a physical or visual impairment, have other disabilities or who do not speak English.

8.2 As standard practice we can provide:

- The measures we have in place to mitigate potential fire and building safety risks to residents, e.g., fire precautions.
- Information for residents explaining how they can reduce the risk of fire in individual dwellings e.g., by not storing flammable materials.
- A process for reporting a fire risk and/or raising any other safety concerns.
- Procedures to follow where a fire occurs in the building.

8.3 This will be further confirmed during engagement activity with resident focus groups.

8.4 The draft Building Safety Bill proposes new roles of the Accountable Person and Building Safety Manager. When we have clarity in relation to the roles, responsibility and timing of these being in place we will clearly notify residents of this and their contact details. Residents can ask for further and more detailed information about the safety measures in their building if they wish and such information may include (but is not limited to):

- Full, current and historical fire risk assessments.
- Outcome of building safety inspection checks where available.
- How assets in the building are managed, e.g., frequency of lift maintenance.
- Details of preventive measures, e.g., smoke alarms.
- Fire protection measures in place, e.g., sprinklers, fire extinguishers.
- Information available on the maintenance of fire safety systems; what does this involve?
- The fire strategy for the building.
- Structural assessments, where available.

8.5 We will follow the legal framework through FOI and DPA to deal with requests for information about building safety. Within this process we will provide guidelines to enable vulnerable residents to nominate an advocate, care giver or representative who can request more detailed information on their behalf.

8.6 We also aspire to make additional information available to residents who are interested in it. This could include information on planned maintenance and repairs schedules and planned and historical changes to the building.

8.7 We will not release draft reports, which are likely to be subject to change but will aim to release information as quickly as possible and subject to the legal framework. Residents who have a concern about building safety can contact our Customer Services Team (who will be trained to recognise building safety issues) who will arrange for a CoLC officer to deal with this concern. Any resident who is not happy with the outcome and wishes to escalate the issue can submit a complaint.

8.8 We will be introducing a new role of Building Safety Managers, as outlined in the Hackitt report, who will deal with these issues. Residents living in our Schemes who report repairs directly to their Independent Living Coordinator can continue to report any building safety concerns directly to them.

8.9 Home safety information should be provided when residents move in. At the start of every tenancy or lease we will provide a fire safety note within the sign-up pack or welcome pack. Within 6 weeks of a

## Appendix 1

tenancy starting, we will contact residents and discuss building safety and will answer any queries they may have at that point.

8.10 Leaseholders will also need to be consulted and involved as part of the engagement strategy, as they have separate and unique needs compared to council tenants. Therefore, it is important for leaseholders to be fully involved in the process.

8.11 The CoLC carry out building safety compliance work and compile reports on compliance, which can be provide upon request. Below is an example of the types of compliance info a resident might want sight of and the recommended time frames for compliance activity.

<b>Compliance test</b>	<b>Frequency</b>
Gas safety checks	Annual
Pressure System Safety Regulations	Annual
Fire alarms	Quarterly
Automatic Opening Vents	Monthly
Dry/wet risers	6 monthly visual inspection and annual pressure test
Sprinkler	Annual
Emergency lighting	Monthly and annual (different tests undertaken)
Fire extinguishers	Annual
Fusible links	Annual
Fire blankets	Annual
Fire Risk Assessments	Up to 3 years (dependant on perceived risk of the building)
Legionella Risk Assessments	Up to 5 years (dependant on perceived risk of the building)
Water hygiene monthly inspections (eg water outlet temperature)	Monthly

## 9. Collaboration

9.1 Residents are expected to give access to their home for us to inspect and carry out different types of safety inspections (such as fitting fire alarms) or undertake fire and structural safety-related maintenance in accordance with their tenancy and leasehold agreements. We will consider taking legal action where tenants and leaseholders don't provide access. We will seek at recovering the costs of such legal action directly from the resident and leaseholder.

9.3 Due to the risk posed when evacuating in the event of a fire or other emergency, we have a zero-tolerance policy for residents leaving possessions in communal areas. We will need residents' collaboration to achieve this.

9.4 Within our sheltered schemes we follow specialised housing guidance and undertake people-centered risk assessments to evaluate the needs of individual residents. We will need resident's coloration to achieve this. This means we can evaluate their situations and/or disabilities, minimise risks and put in place specific measures accordingly (an example of this is to use visual fire alarms for residents who are hearing impaired).

9.5 At high-risk schemes we will establish specific vulnerabilities for residents using a combination of data held on internal systems and questionnaires completed by each household. This information is held on site in a premise's information box which the fire brigade has access to in case of an emergency. We cannot keep track of who is moving in or out of residents' homes or new vulnerabilities (that affect a person's ability to self-rescue to a place of safety) that may develop over time. For this reason, it is residents' responsibility to inform us if they, or a member of their household, has vulnerabilities that may affect their ability to evacuate. We will work with the local fire service to electronically provide any information about the building they require. In line with our process for reporting safety concerns, any legitimate concerns will be treated seriously, and remedial action will be taken to resolve the issue.

### **10. Residents' part to play**

10.1 Encouraging residents to keep their buildings safe, we will ensure that residents are empowered to play an effective role in making sure that their building is, and remains, safe. This includes identifying and reporting hazards that may impact on the safety of the building and meeting their responsibilities to ensure their own safety and that of their neighbours.

10.2 Residents should think about the needs of their household and any members of their family who may be vulnerable (such as young children or someone with a disability). They should ensure they understand the action plan for their building so they know what they should do in the event of an emergency. They should close all fire doors to contain the fire and follow the action plan for their specific building. Residents are also encouraged to consider the wellbeing of their neighbours in the building and recognise that their actions may put the lives of others at risk. For example, residents should ensure they do not prop open any communal fire doors and they do not store items in the communal hallway which may impede an escape route in the event of an emergency.

10.3 Residents must seek permission if they wish to make any changes to their fire doors. Residents who smoke should ensure they do so in a safe place and fully extinguish their cigarettes afterwards. Barbecues and patio heaters should never be used inside buildings, on balconies or in close proximity to any flammable material. Where residents see one of their neighbours acting in a way that suggests they have not understood or remembered the building safety information they can remind them of it. An example of this could be neighbours who are suspected to be hoarding, who are storing items in the communal hallway, or neighbours who may be considered vulnerable. If residents are not comfortable discussing this with their neighbours, they should report it as a building safety concern to us.

10.4 Improving communications on safety (i.e reporting safety concerns; works to the property) We will work in partnership with residents to ensure that they are involved in decisions about their building's safety. We will provide them with information about works due to be carried out to their home so that they have a chance to talk to us about the works. If any resident feels their concerns have not been addressed, they can follow our formal complaints process to escalate the issue.

### **11. Action to take in the event of fire**

11.1 There is an action plan for each scheme with specific details for the action residents should take in the event of a fire. This information is contained on a Fire Action Notice in communal hallways in every building. All our buildings are designed to keep residents safe. Buildings are compartmented which means that they are built in such a way to contain a fire within a single room or multiple rooms for a

limited amount of time e.g., 30 or 60 minutes. This limits the spread of fire, smoke, and heat. One of the key safety measures to aid compartmentation is fire doors.

11.2 It is important that you do not make alterations to fire doors within your home and keep them free of obstruction which may prevent them from closing. If you do, we will consider taking action against you under your Tenancy Agreement or leaseholder agreement. The Fire Service advise that it is best for residents to keep fire doors closed to contain a fire and never risk injury trying to fight a fire themselves. Most tall buildings are designed to contain fire, smoke and heat within individual homes for long enough to enable the Fire Brigade to extinguish the fire. In such buildings it is safe for residents to remain in their home, if it is not affected by fire, smoke or heat, while the fire is being extinguished. This is known as 'stay put' advice. For buildings where this is not possible, we will advise of evacuation plans based on our fire risk assessments.

### **12. Understanding 'stay put' and when it should be used**

12.1 All buildings which have been built in such a way as to contain a fire within one of the compartments of the building will have a stay put policy in place. The Fire Service advise us that the best option for residents is to remain in their own homes rather than trying to evacuate, which may result in more danger. Residents should only evacuate if told to do so by the fire service, if the fire starts in their home, or if a resident is affected by heat or smoke from a fire not in their home.



## Equality with Human Rights Analysis Toolkit

The Equality Act 2010 and Human Rights Act 1998 require us to consider the impact of our policies and practices in respect of equality and human rights.

We should consider potential impact before any decisions are made or policies or practices are implemented. This analysis toolkit provides the template to ensure you consider all aspects and have a written record that you have done this.

If you need any guidance or assistance completing your Equality and Human Rights Analysis contact: [policy@lincoln.gov.uk](mailto:policy@lincoln.gov.uk) . Alternatively contact Legal Services on (87)3840

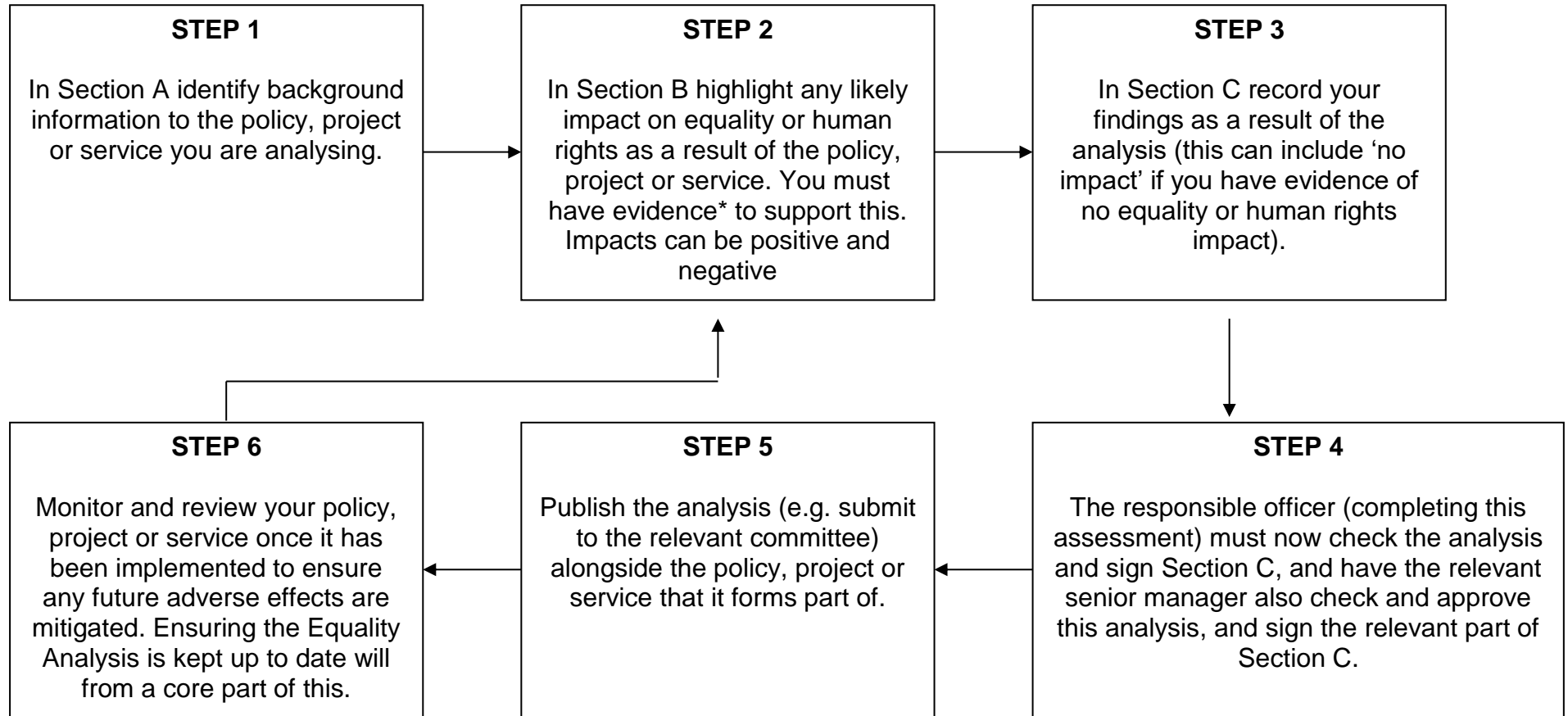
A diagram of the process you should follow is on page 2, and glossary and guidance to help you complete the toolkit can be found on pages 6-9.

Even after your policy, project or service has been implemented; it is recommended that analysis is undertaken every three years, and that this analysis is updated at any significant points in between. The purpose of any update is that the actual effects will only be known after the implementation of your policy, project or service. Additionally, area demographics could change, leading to different needs, alternative provision can become available, or new options to reduce an adverse effect could become apparent.

### Useful questions to consider when completing this toolkit

1. What is the current situation?
2. What are the drivers for change?
3. What difference will the proposal make?
4. What are the assumptions about the benefits?
5. How are you testing your assumptions about the benefits?
6. What are the assumptions about any adverse impacts?
7. How are you testing your assumptions about adverse impacts?
8. Who are the stakeholders and how will they be affected?
9. How are you assessing the risks and minimising the adverse impacts?
10. What changes will the Council need to make as a result of introducing this policy / project / service / change?
11. How will you undertake evaluation once the changes have been implemented?

## STEP BY STEP GUIDE TO EQUALITY ANALYSIS



\* Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies

## SECTION A

Name of policy / project / service	Building Safety-resident engagement strategy.
Background and aims of policy / project / service at outset	<ul style="list-style-type: none"> <li>• Ensure residents are empowered to play an effective role in ensuring their building is, and continues to be, safe.</li> <li>• Set out the ways residents can get involved and the benefits to them from participating in engagement on building safety.</li> <li>• Identify the building safety information residents wish to be provided with.</li> <li>• Identify the way in which residents wish to be provided with building safety information.</li> <li>• Establish how we can improve the way we engage with residents in relation to the safety of their home.</li> <li>• Engage staff with regards to residents’ rights to have a say in relation to their homes.</li> <li>• Clarify our responsibilities and residents’ responsibilities to ensure their homes remain safe.</li> </ul>
Person(s) responsible for policy or decision, or advising on decision, and also responsible for equality analysis	Andrew McNeil. This will be included in the action plan to do a consultation after six month of implementation to check we have reached all groups.
Key people involved <i>i.e. decision-makers, staff implementing it</i>	Andrew McNeil

(Please note – once you have completed sections A, B and C – you may delete the guidance notes)

**SECTION B** This is to be completed and reviewed as policy / project / service development progresses

	Is the likely effect positive or negative? (please tick all that apply)			Please describe the effect and evidence that supports this and if appropriate who you have consulted with*	Is action possible to mitigate adverse impacts?	Details of action planned including dates, or why action is not possible
	Positive	Negative	None			
Age	x			Information from consulting with Lincoln Tenants' Panel and sector best practice	Yes	We will carry out a review at six months to assess the effectiveness of the engagement to ensure we reach all groups.
Disability including carers (see Glossary)	x			Information from consulting with Lincoln Tenants' Panel and sector best practice	Yes	We will carry out a review at six months to assess the effectiveness of the engagement to ensure we reach all groups.
Gender re-assignment			x		N/A	
Pregnancy and maternity	x			Information from consulting with Lincoln Tenants' Panel and sector best practice	Yes	We will carry out a review at six months to assess the effectiveness of the engagement to ensure we reach all groups.
Race	x			Information from consulting with Lincoln Tenants' Panel and sector best practice	Yes	In terms of communication for people who struggle to read English. We will use pictorial guides and include

						translations in the common languages spoken. We will carry out a review at six months to assess the effectiveness of the engagement to ensure we reach all groups.
Religion or belief	x			Information from consulting with Lincoln Tenants' Panel and sector best practice	Yes	We will carry out a review at six months to assess the effectiveness of the engagement to ensure we reach all groups.
Sex			x		N/A	
Sexual orientation			x		N/A	
Marriage/civil partnership			x		N/A	
Human Rights (see page 8)			x		N/A	

Did any information gaps exist?	Y/N/NA	If so what were they and what will you do to fill these?
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## SECTION C

### Decision Point - Outcome of Assessment so far:

Based on the information in section B, what is the decision of the responsible officer (please select one option below):

Tick here

- **No equality or human right Impact** (your analysis shows there is no impact) - sign assessment below [ x ]
- **No major change required** (your analysis shows no potential for unlawful discrimination, harassment)- sign assessment below [ ]
- **Adverse Impact but continue** (record objective justification for continuing despite the impact)-complete sections below [ ]
- **Adjust the policy** (Change the proposal to mitigate potential effect) -progress below only AFTER changes made [ ]
- **Put Policy on hold** (seek advice from the Policy Unit as adverse effects can't be justified or mitigated) -STOP progress [ ]

Conclusion of Equality Analysis (describe objective justification for continuing)	There is no equality or human right impact as a direct result of the strategy, as it is just setting out how we will approach the engagement and comply with the new building safety legislation around the engagement. A key part of the strategy will be to make sure we engage with all tenants living in the high risk properties and that we find ways to engage with residents of different nationalities. The strategy will have a positive impact on equality as it will mean more effort is made to engage with a wider range of residents.
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When and how will you review and measure the impact after implementation?*	Reviews will take place on a six-monthly basis to ensure we are reaching all tenants living in high risk properties.
--	--

Checked and approved by responsible officer(s) (Sign and Print Name)	Chris Morton	Date	05 November 21
Checked and approved by Assistant Director (Sign and Print Name)		Date	

When completed, please send to [policy@lincoln.gov.uk](mailto:policy@lincoln.gov.uk) and include in Committee Reports which are to be sent to the relevant officer in Democratic Services

The Equality and Human Rights Commission guidance to the Public Sector Equality Duty is available via: [www.equalityhumanrights.com/new-public-sector-equality-duty-guidance/](http://www.equalityhumanrights.com/new-public-sector-equality-duty-guidance/)

## **City of Lincoln Council Equality and Human Rights Analysis Toolkit: Glossary of Terms**

**Adult at Risk** - an adult at risk is a person aged 18 years or over who is or may be in need of community care services by reason of mental health, age or illness, and who is or may be unable to take care of themselves, or protect themselves against significant harm or exploitation.

**Adverse Impact.** Identified where the Council's operations has a less favourable effect on one or more groups covered by the Equality Act 2010 than it has on other groups (or a section of a group)

**Carer - see also disability by association.** A carer is a person who is unpaid and looks after or supports someone else who needs help with their day-to-day life, because of their age, long-term illness, disability, mental health problems, substance misuse

**Disability by association.** Non-disabled people are also protected from discrimination by association to a disabled person. This might be a friend, partner, colleague or relative. This applies to carers who have a caring responsibility to a disabled person.

**Differential Impact.** Identified where a policy or practice affects a given group or groups in a different way to other groups. Unlike adverse impact, differential impact can be positive or negative.

**Disability.** It is defined under the Equality Act 2010 as 'having a physical or mental impairment which has a substantial and adverse long term effect on a person's ability to carry out normal day to day activities'.

*Physical impairment* is a condition affecting the body, perhaps through sight or hearing loss, a mobility difficulty or a health condition.

*Mental impairment* is a condition affecting 'mental functioning', for example a learning disability or mental health condition such as manic depression

**Diversity.** Diversity is about respecting and valuing the differences between people. It is also recognising and understanding the mix of people and communities who use services and their different needs.

**Discrimination.** Discrimination has been defined as 'the unequal treatment of individuals or groups based on less because of a protected characteristic – see protected characteristic. This includes discrimination by association, perception, direct and indirect discrimination.

*Example of discrimination:* An employer does not offer a training opportunity to an older member of staff because they assume that they would not be interested, and the opportunity is given to a younger worker

**Equality.** The right of different groups of people to have a similar social position and receive the same treatment:

**Equality Analysis.** This is a detailed and systematic analysis of how a policy, practice, procedure or service potentially or actually has differential impact on people of different Protected Characteristics

**Equality Objectives.** There are specific strategic objectives in the area of equalities and should set out what services are seeking to achieve in each area of service in terms of Equality.

**Equality of Opportunity.** Equality of opportunity or equality opportunities may be defined as ensuring that everyone is entitled to freedom from discrimination. There are two main types of equality encompassed in equal opportunities:

1. Equality of treatment is concerned with treating everyone the same. Thus, in an organisational context it recognises that institutional discrimination may exist in the form of unfair procedures and practices that favour those with some personal attributes, over others without them. The task of equal opportunities is therefore concerned with the elimination of these barriers.
2. Equality of outcome focuses on policies that either have an equal impact on different groups or intend the same outcomes for different groups.

**Evidence.** Information or data that shows proof of the impact or non-impact - evidence may include consultations, documented discussions, complaints, surveys, usage data, and customer and employee feedback.

**Foster good relations.** This is explicitly linked to tackling prejudice and promoting understanding.

**General Equality Duty.** The public sector equality duty on a public authority when carrying out its functions to have 'due regard' to the need to eliminate unlawful discrimination and harassment, foster good relations and advance equality of opportunity.

**Gender reassignment.** The process of changing or transitioning from one gender to another – for example male to trans-female or female.

**Harassment.** This is unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment.

**Human Rights** – Human rights are the basic rights and freedoms that belong to every person in the world - **see below**

**Marriage and Civil Partnership.** Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters. Single people are not protected. Discrimination on grounds of marriage or civil partnership is prohibited under the Act. The prohibition applies only in relation to employment and not the provision of goods and services.

**Pregnancy and Maternity.** Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

**Protected Characteristics.** These are the grounds upon which discrimination is unlawful. The characteristics are:

- Age
- Disability
- Gender reassignment
- Race
- Religion and belief (including lack of belief)
- Sex/gender
- Marriage and civil partnership
- Pregnancy and maternity
- Sexual orientation

**Public functions.** These are any act or activity undertaken by a public authority in relation to delivery of a public service or carrying out duties or functions of a public nature e.g. the provision of policing and prison services, healthcare, including residential care of the elderly, government policy making or local authority services.

**Race.** This refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

**Religion or belief.** Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

**Section 11 of the Children Act.** This duty is a duty under the Children Act 2004 that requires all agencies with responsibilities towards children to discharge their functions with regard to the need to safeguard and promote the welfare of children. They must also ensure that anybody providing services on their behalf must do the same. The purpose of this duty is that agencies give appropriate priority to safeguarding children and share concerns at an early stage to encourage preventative action.

**Sex.** It refers to whether a person is a man or a woman (of any age).

**Sexual Orientation.** A person's sexual attraction is towards their own sex; the opposite sex; or to both sexes: *Lesbian, Gay or Bisexual*

**Victimisation.** Victimisation takes place where one person treats another less favourably because he or she has exercised their legal rights in line with the Equality Act 2010 or helped someone else to do so.

**Vulnerable Adult.** A Vulnerable Adult is defined as someone over 16 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation'



**Human Rights** - Human rights are the basic rights and freedoms that belong to every person in the world. They help you to flourish and fulfill your potential through:

- [being safe and protected from harm](#)
- [being treated fairly and with dignity](#)
- [living the life you choose](#)
- [taking an active part in your community and wider society.](#)

The Human Rights Act 1998 (also known as the Act or the HRA) came into force in the United Kingdom in October 2000. It is composed of a series of sections that have the effect of codifying the protections in the European Convention on Human Rights into UK law.

The Act sets out the fundamental rights and freedoms that individuals in the UK have access to. They include:

- [Right to life](#)
- [Freedom from torture and inhuman or degrading treatment](#)
- [Right to liberty and security](#)
- [Freedom from slavery and forced labour](#)
- [Right to a fair trial](#)
- [No punishment without law](#)
- [Respect for your private and family life, home and correspondence](#)
- [Freedom of thought, belief and religion](#)
- [Freedom of expression](#)
- [Freedom of assembly and association](#)
- [Right to marry and start a family](#)
- [Protection from discrimination in respect of these rights and freedoms](#)
- [Right to peaceful enjoyment of your property](#)
- [Right to education](#)
- [Right to participate in free elections](#)

Many every day decisions taken in the workplace have no human rights implications. However, by understanding human rights properly you are more likely to know when human rights are relevant and when they are not. This should help you make decisions more confidently, and ensure that your decisions are sound and fair.

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<b>SUBJECT:</b>	<b>NEXT STEPS ACCOMMODATION PROGRAMME DELIVERY</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHORS:</b>	<b>ANDREW MCNEIL, ASSISTANT DIRECTOR – HOUSING INVESTMENT &amp; STRATEGY ANDREA RIPLEY, HOUSING STRATEGY OFFICER</b>

## **1. Purpose of Report**

- 1.1 To provide an update on the Next Steps Accommodation Programme (NSAP) including delivery costs.

## **2. Background**

- 2.1 On 18 July 2020 the Ministry of Housing, Communities and Local Government (MHCLG) launched the Next Steps Accommodation Programme (NSAP). A key element of this programme was the provision of capital and revenue funding to facilitate move-on accommodation for rough sleepers who were being housed in emergency temporary accommodation following the ‘Everyone In’ Initiative in response to the covid-19 pandemic.
- 2.2 Vision 2025 contains the aspirations “Let’s work together to tackle homelessness in Lincoln” and “Let’s provide help to the most vulnerable in our city”. NSAP properties help to tackle rough sleeping (albeit this is only one form of homelessness), rough sleepers being some of the most vulnerable people in Lincoln by providing move-on accommodation to former rough sleepers or those at risk of rough sleeping.
- 2.3 In line with the Rough Sleeping initiative the Local Authority must go beyond the statutory requirements of the Homelessness Reduction Act in assisting rough sleepers and those at risk of rough sleeping. It is expected that temporary accommodation is provided regardless of an individual’s priority need status and that the council will not end its homelessness duties for non-cooperation, loss of temporary accommodation or refusal of accommodation, etc. The launch of the NSAP grant funding offered up an opportunity to the Council to purchase much needed accommodation for rough sleepers and to tailor its approach further.
- 2.4 Following Executive approval on 26 October 2020 to proceed with the NSAP bid, the City of Lincoln Council successfully submitted a capital and revenue funding bid and has been under contract to deliver 15 units of dispersed accommodation using a purchase and repair model since 22 December 2020.
- 2.5 The approved submission anticipated a capital scheme cost of £1.5m, which included grant of £0.8m and revenue support costs at £150,000 over a 3 year period to help fund 2 full time equivalent, NSAP support officers.

### 3. Delivery of the NSAP Scheme

- 3.1 All 15 units of accommodation have now been delivered and are being used to accommodate previous rough sleepers or people at risk of rough sleeping.
- 3.2 NSAP is a Housing First hybrid, providing a portfolio of self-contained dwellings with wraparound support, in accommodation provided for up to two years allowing dwellings to be “re-used” for other former rough sleepers or those at risk of rough sleeping.
- 3.3 Accommodation is let to the occupant via a non-secure tenancy. In line with the grant terms the accommodation is required to remain as move-on accommodation for former rough sleepers or those at risk of rough sleeping. The terms of use of the property cannot be changed unless the capital grant is repaid or recycled into the acquisition of a replacement unit.
- 3.4 To help with tenancy sustainment, NSAP properties have been acquired in areas of the city close to services and transport links, ensuring the tenants can become reintegrated into society and can feel part of their neighbourhood. In all cases, consideration is given to the location of the property and the need to balance suitability for the new tenant and those people already in the neighbourhood. Areas already known to have high levels of anti-social behaviour and/or drug issues are avoided.
- 3.5 Properties, where required, were improved to meet the Decent Homes Standard, and fully furnished for letting.
- 3.6 Although the initial aim was to acquire suitable one-bedroom dwellings, 7 out of the 15 properties purchased are two-bedroom units which are let via single person occupancy. The property market and limited availability of properties prompted the acquisition of 2 bedroom properties.
- 3.7 The Council’s Rough Sleeping Team selects suitable tenants for each property by considering the support needs, vulnerabilities, and likelihood of settling into each property/area. The two dedicated Support Workers provide support and guidance in relation to mental health, tackling substance misuse, financial and other life skills needed for independent living. If required, the rough sleeping team will also undertake the day to day management of each property and any enforcement action required.

### 4. Finance

- 4.1 Financial details now that all 15 units have been completed:

<b>NSAP - Delivery costs</b>	<b>Original Bid Award 2020</b>	<b>Final costs on delivery 2021</b>	<b>Increase costs variance</b>
Acquisition costs (purchase and SDLT)	£1,313,250	£1,336,500	£23,250
Works costs	£150,000	£187,774	£37,774
On costs	£36,000	£89,417	£53,417
Furnishings costs (Not capitalised <£10k)	£0	£35,629	£35,629
<b>Total scheme cost</b>	<b>£1,499,250</b>	<b>£1,649,320</b>	<b>£150,070 (10% increase)</b>

- 4.2 Upon completion the total capital scheme cost is £1.65m, which is £150k /10% over our original bid award from MHCLG of £1.5m. This increase in cost has been funded by City of Lincoln Council and viability is outlined in 4.4 below.

#### 4.3 Key issues which have led to the increase have included:

- Limited suitable 1 bedroom properties on the open market within the £80,000 price range, resulting in 7 x two bedroom properties and 3 x higher priced 1 bedroom properties being purchased.
- Anticipated works costs within the original bid were based on an average of £10,000 per property, however the average repair cost increased to £12,518 per property.
- On costs within the original bid only captured £2,400 per property. Increased due to of higher purchase prices resulting in higher SDLT but also oncosts such as; professional, legal services, searches and property valuation fees were captured which had not been captured within the initial bid. The average oncost increased to £5961 per property.
- Furnishing to NSAP properties is required to facilitate the success of this form of housing provision. The cost to furnish each property was below £10k so we were unable capitalise this and the charge to furnish was paid from Council funds. Future replacement costs are now captured within service charges.

4.4 The financial viability of the project remains in good order as the affordable rent level generates a revenue return per property and we received a higher than average grant rate.

### 5. Grant Rate

5.1 The original grant award per property was £54,941, however, to meet the stringent grant funding terms; three milestones had to be achieved to draw down money at each stage i.e., acquisition, start on site and practical completion in advance of 30 June 21. Although we requested an extension to end of Q2 from Homes England and MHCLG, this was a nationwide approach to not extend.

5.2 The final practical completion payment on 7 properties could not be applied for works were still ongoing. As a result, the average grant claimed per property was reduced to £53,659. Issues preventing the achievement of the practical completion claim date included:

- Delays in conveyancing and chains delaying property purchases leaving not enough time to complete.
- Issues with availability of specialist contractors. We were experiencing issues with one of our contractors at this point who subsequently went into administration.
- Lead in times with supply chains for materials.

5.3 Although we received an average reduction in grant rate, this is still a 97.66% return rate across the project. This has not affected the financial viability of the scheme.

	Original Grant Rate PU	Final Grant Average PU	Average % grant rate paid
Average Grant Per Unit (15 units)	£54,941	£53,659	97.66%

### 6. Financial Contributions

6.1 Although there has been an overspend to the original anticipated £1.5m capital scheme, 48.8% of each purchase is funded by the NSAP grant, this is a very healthy grant rate compared to other available grants. For example, if we had funded these purchases via

our Purchase and Repair scheme during 20/21 the grant rate at that time would have been 30% and expenditure would be higher for the Council with revenue return lower due to increased borrowing costs.

	Original Bid Anticipated funding	Final contributions on delivery 2021	Average % allocation of funds per property
Capital Grant funding	£824,118	£804,889	48.80%
Funding by CoLC	£675,132	£844,431	51.20%
<b>Total scheme cost</b>	<b>1,499,250</b>	<b>£1,649,320</b>	<b>100.00%</b>

## 7. Revenue Bid Funding

	21/22	22/23	23/24
Service charge funding request	£48,590.28	£50,048.99	£51,549.48
Anticipated revenue claim by year end	£34,098.08	£50,048.99	£51,549.48

7.2 As part of the original bid, we were awarded £150k of revenue funding over 3 years. The original award for £48,590.28 for 21/22 was based on properties being ready to let and support staff in post from 1<sup>st</sup> April 2021.

7.3 At this point only 2 properties were ready to let, and support was provided within the existing rough sleeping team until the NSAP support officer positions were successfully recruited into during July 2021.

7.4 As no extra staff resourcing costs were being incurred until July, in line with the grant agreement, the revenue funds can only be claimed for when staff are in post and during, let and reasonable void turnaround times. The revenue claim amount was adjusted by Homes England in Sept 2021 and it is anticipated that £34,098.09 will be claimed this financial year.

7.5 This NSAP revenue funding offers up intensive housing staff support and provision at minimal cost to the Council. Future revenue requests will be considered upon application by DLUHC after the initial 3 years of the programme.

## 8. Housing Benefit, Service Charges and NSAP

8.1 NSAP affordable rents and additional service charges applied are fully Housing Benefit eligible. By having this form of accommodation, it ensures that the property is financially viable for persons in receipt of welfare benefits.

8.2 NSAP properties offer a much-needed form of accommodation for the City's rough sleepers, who may have been placed in emergency temporary accommodation including bed and breakfasts in line with our obligations under the Homelessness Reduction Act. Although the use of bed and breakfast as emergency temporary accommodation is something that may occasionally be used, it is both an inappropriate form of temporary accommodation and is a cost to the General Fund (Housing Benefit only funds 75% of the costs).

8.3 Having access to NSAP Properties reduces the burden on the general fund but also offers up potential future hidden savings as hotels, bed and breakfasts and other forms of temporary accommodation is often more expensive and not fully recoverable from Housing Benefit.

- 8.4 The average cost of a room in a B&B or hotel from April 21 to December 2021 was £54 per night or £378 per week. If the Council were placing 15 households into emergency temporary accommodation it would be estimated the average cost would be £5,670 per week of which there is a potential unrecoverable element of £1,418 per week from Housing Benefit.
- 8.5 In comparison, the average core affordable rent for an NSAP property is £95 per week plus service charges which at present is fully recoverable.
- 8.6 By having the 15 NSAP properties within our property portfolio, they not only offer a suitable home with better facilities but also provides financial continuity and control with a reduced reliance on the general fund.

## **9. Other Benefits and Successes of NSAP**

- 9.1 Access to NSAP properties not only offers a safe home to a rough sleeper but enables a supported environment for a tenant to settle, access service provisions including health care and settle into a community.
- 9.2 Appendix A of this paper provides a case study example of how the rough sleeping team works with cohort members with Lincoln local area connections and achieves positive outcomes. The NSAP properties are being let using this same wrap around support service with the aim of continuing to achieve successes.
- 9.3 In line with the grant funding terms, NSAP properties can only be used to house rough sleepers or people at risk of rough sleeping. As a result, the properties are ring fenced and tenants do not have a legal right to buy securing this form of housing provision for future use.
- 9.4 On 18 March 2021 MHCLG launched the RSAP prospectus for 2021-24 (round two of NSAP/RSAP). The Council successfully submitted a further capital and revenue funding bid for units for RSAP. This was agreed at the Executive meeting held on 26 July 2021, and the Council has been under contract since 31 August 2021 for RSAP round 2. Work continues on the new RSAP programme and a further 3 properties have been purchased. We are conscious of a significant change in our operating environment in relation to costs, availability of properties and our void numbers. As a result, we have paused the current programme with a view to reviewing on-going deliverability.

## **10. Recommendation**

- 10.1 That Housing Scrutiny Sub Committee note the implementation of the NSAP scheme, its delivery, and the brief update on RSAP 2.

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### **Rough Sleeping Project Team - Case Study**

- Entrenched sleeper with a long history of repeat sleeping and in and out of prison with over 80 convictions and deemed “high risk”.
- Known history of threats to staff, violence to others, heavy substance misuse and cuckooing other service users.
- Previous provisions have included private rented (lost on following prison term, a Corner House placement (lost due to violence to staff) and temporary accommodation (TA). Several staff members are known to have been intimidated and working with him was going to be challenging.
- In CoLC TA supported under Housing First since prison release.
- He is known to be difficult to engage, to become easily frustrated and have poor self-management and care skills. Often being under the influence of drugs/alcohol made engagement even more difficult.
- At the time of his last prison release the team made arrangements to meet him at the train station following a return from a prison out of the city. From here we provided TA, and offered continued extensive support.
- The support provided included hands on cleaning, sourcing and delivery of clothing and furniture, assistance with benefits, appointments, and registration with other services, together with help sourcing and collecting medication and support with his mental health. This was very challenging, he felt he had been let down by many services and that he would never be able to manage a property.
- There was a long wait for a match to a suitable tenancy following concerns around his behaviour but with continued working with the team we have been able to demonstrate sustainability and a reduced risk to staff. The last six months have seen an improvement to his self-care, a pride in his TA property, engagement with multiple services, a reduction in his offending and no incidents in respect of unacceptable behaviour or abuse to staff.
- There were many difficulties and frustrations for him and problems that would have usually resulted in unreasonable behaviour or his abandoning and declining to continue to engage but with the trust he had in the team, the continued help, support and assistance he has come a very long way and no longer presents as the person he once did.
- Other agencies cannot believe the change to him, how he presents, and the patience he has practiced as part of his housing journey. He still becomes frustrated from time to time but continues to learn how to manage his frustrations and behave appropriately, he now takes time to calm down and always apologises if he has become angry or frustrated and staff no longer feel intimidated by him. He has now signed his own tenancy and is sustaining it appropriately.

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**SUBJECT: PERFORMANCE REPORT - HOMELESSNESS AND ROUGH SLEEPING**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: ALISON TIMMINS, HOUSING SOLUTIONS MANAGER**

## **1. Purpose of Report**

- 1.1 To advise Members of the current performance of the Homelessness and Rough Sleeping Teams.

## **2. Background**

- 2.1 Performance information is reported to the MHCLG on a monthly and a quarterly basis regarding homelessness approaches and applications, and rough sleeper numbers within the City. Targets are set nationally and locally by statutory guidance and with our DHLUC Homelessness and Rough Sleeping Advisors who we meet with every month.
- 2.2 Due to the current operating environment, the teams are continuing to maintain and deliver excellent services to these very vulnerable client groups. At present, following the 'Plan B' announcement, the Homelessness team continues 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. The team does however have a Duty Officer in City Hall on a daily basis who helps customers who attend in an emergency or with no access to telephone/internet.
- 2.3 The Rough Sleeping Team is based at City Hall and has continued working from CH throughout the lockdowns. Since the 'Plan B' announcement we have reduced the numbers of staff in the office where possible, and those in continue to work in bubbles to minimise any opportunity for Covid-19 affecting the entire team.
- 2.4 We have continued, in line with Government guidance, to prioritise homeless households and former rough sleepers for accommodation. The Annual Official Rough Sleeping Count (undertaken on November 19<sup>th</sup>, 2021) found 14 rough sleepers in the city; however, the team has fully complied with the Government Initiative of 'Protect and Vaccinate' introduced the week before Christmas in response to the Omicron variant and has offered suitable temporary accommodation to every rough sleeper in Lincoln. An informal routine count on 5<sup>th</sup> January 2022 found zero rough sleepers in the city.
- 2.5 The attached table provides details of the performance measures that are normally reported at the end of quarter 3, December 2021.

### 3. Current Position

#### 3.1 HOUSING SOLUTIONS (Homelessness) –

Prevent Measures	Year to Date (current)	Year to Date (20/21)
Number of successful preventions (YTD)	40	77

React Measures	Total
Number currently 'under prevention'	34
Number currently 'under relief'	108

Support Measures	Year to Date (current)	Year to Date (20/21)
Number of successful relieved (YTD)	173	175
Number of 'No Duty' cases (YTD)	19	24
Number of 'Main Duty Accepted' cases (YTD)	14	0
Number of 'Main Duty Discharged' cases (YTD)	38	9
Number of cases placed in B&B since April 2021 (YTD)	161	255 (B&B and TA)
Number of cases placed in temporary accommodation since April 2021 (YTD)	45	As above
Total cases that have left B&B (YTD)	154	18
Average length of B&B stay (YTD)	3.51	4.3 weeks
Total cases that have left temporary accommodation (YTD)	49	10
Average length of temporary accommodation stay (YTD)	11.24	7.4 weeks
Number in placement which are already homeless	42	34
Number in placement which are threatened with homelessness	20	17
Number in placement whose initial assessment is not complete	3	2

**HOUSING**

#### SOLUTIONS (Rough Sleepers) –

React Measures	Year to Date (current)	Year to Date (20/21)
Total number of Rough Sleeper Team cases (YTD)	211	127
Number of rough sleepers in the city as last count	9	8

Number of cases that have been placed in B&B (YTD)	72	150 (B&B and TA)
Number of cases that have been placed in temporary accommodation (YTD)	47	As above

Support Measures	Year to Date (current)	Year to Date (20/21)
Current number of people supported by Rough Sleeper Team	37	19
Number of 'housed' cases (YTD)	43	0
Number of 'reconnections' made (YTD)	2	0
How many people have been successfully housed from the Hub (YTD)	23	68
Number in placement which are already homeless	36	16
Number in placement which are threatened with homelessness	4	0
Number in placement whose initial assessment is not complete	3	0
Total cases that have left B&B (YTD)	67	
Average length of B&B stay (YTD)	2.80	
Total cases that have left temporary accommodation (YTD)	15	
Average length of temporary accommodation stay (YTD)	10.44	

#### 4. Quarter 4

- 4.1 It is anticipated that quarter 4 will be a challenging time for the teams. Historically homelessness peaks during January to April and combined with the requirement to accommodate anyone without accommodation during cold weather and the ongoing requirements to provide accommodation for rough sleepers to self-isolate, the teams will continue to deliver the services in this challenging environment
- 4.2 The Homelessness Sub-Group has been reinstated in response to the Omicron variant issues and is attended by Strategic Homelessness Leads, Health, County Council Officers, and other key partners from across the county. This group continues to be pivotal both in the City and across the County, bringing agencies and districts together to provide the best possible services that we can during this pandemic
- 4.3 For 2022/23 the Council has been awarded £366,671 of funding for homelessness prevention, this matches the previous year's funding. We have also received a 'top-up' of £76,883 to assist households who have accrued rent arrears in the private rented sector as a direct result of Covid.
- 4.4 We are currently working with our DHLUC Advisors to develop our Rough Sleeping Initiative funding bid for the next 3 years.

**5. Recommendation**

5.1 That members note the current position relating to Homelessness and Rough Sleeping in the City.

**Is this a key decision?**

Yes/No

**Do the exempt information categories apply?**

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:**

Alison Timmins  
Housing Solutions Manager

**SUBJECT: UPDATE ON THE SCHEDULED REPAIRS TRIAL EXTENSION**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: MATT HILLMAN, ASSISTANT DIRECTOR, INVESTMENT**

## **1. Purpose of Report**

1.1 This report provides an update on the Scheduled Repairs project delivered during the extended trial period.

## **2. Executive Summary**

2.1 The extended Scheduled Repairs trial period began on 9<sup>th</sup> August 2021 and completes on 4<sup>th</sup> February 2022.

2.2 It is considered that there are numerous advantages and benefits for tenants and for the Council in delivering a Scheduled Repairs service, compared to the previous service delivery. These advantages relate to tenant satisfaction, operational efficiency, operational performance, financial savings, and the environment.

2.3 A full analysis of the Scheduled Repairs trial extension will be available in March 2022 following the completion of the trial period on 4<sup>th</sup> February 2022. This report is an interim update on the extended trial from 9<sup>th</sup> August 2021 until 4<sup>th</sup> January 2022.

## **3. Background**

3.1 Prior to August 2020 Housing Repairs Service operated a Responsive Repairs service whereby all non-urgent repairs were completed within 20 days and emergency repairs within 24 hours. Operatives were assigned to attend repairs anywhere within the city boundary. Repairs were not organised by location and following the completion of a repair operatives were deployed to undertake the next repair job without reference to the geographical proximity of the next repair to be undertaken.

3.2 Scheduled Repairs were introduced on 17<sup>th</sup> August 2020 on a trial basis for 24 weeks to explore whether the new method of delivering repairs would assist in easing the backlog of repairs. Priority repairs continued to be completed within 24 hours and urgent repairs within 3 days. Scheduled repairs are currently being carried out at set times of the year, across four set areas in the city. Via the Scheduled Repairs model repairs for each of the four areas are scheduled every 12 weeks over a 3-week period.

3.3 The Four Areas of the City are

- North (Ermine East, West and Newport)
- East (St Giles and Monks Road)

- Central (Boultham Moor, Bracebridge, Manse and City Centre)
- South (Birchwood and Hartsholme).

3.4 In principle, carrying out scheduled repairs in one geographic area for a concentrated period means that overall a greater number of repairs can be undertaken with the same amount of labour resource. The reasons for this are:

- Customers can block book appointments that are most suitable for them.
- Unproductive travelling time between different areas of the city is minimised as once a repair or batch of repairs in a property have been completed the operatives next repair appointment will be in the same geographic area of the city.
- Material usage can be planned to ensure that the correct materials are delivered or obtained in time for the appointment. This reduces operative standing time as the materials required for a repair will be available on the operative's vehicle or pre delivered to site to enable the repair or batch of repairs to be completed without delay. This also reduces operative visits to Hamilton House, the JPS Managed Stores, and local merchants.

#### **4. Update on the Scheduled Repairs Trial Period Extension**

4.1 Since the trial began on 17<sup>th</sup> August 2020 it is evident that potentially, there are potential advantages and benefits to delivering Scheduled Repairs when compared to service delivery via the previous system. This included:

- Tenant satisfaction
- Operational efficiency and performance
- Financial savings
- Environmental impact
- Housing stock standard

4.2 During the initial trial period which began in August 2020 it was not possible to gather sufficient conclusive data to evidence that the trial was a success. The trial was extended in order to obtain further data that could be used to establish meaningful conclusions on the effectiveness of any increased productivity and efficiency. The data is required in order to carry out a like for like data comparison to a previous comparable period as this was not possible during the initial trial as a result of various factors that influenced and corrupted the data, these factors included:

- The backlog of 1700 non urgent repairs accrued during 2020 lockdowns.
- The impact of lockdowns during the trial period upon the volume of repairs completed.
- A potential decreased demand in repairs reported and completed due to what may be a reluctance for tenants to admit operatives into their homes for non-urgent matters during lockdown.
- The reclassification of repair timescales during the reporting period.



#### 4.3 Since 9<sup>th</sup> August 2021 until 4<sup>th</sup> January 2022:

- The number of repairs orders raised = 9736
- The number of repairs orders attended out of area = 1342
- The number of repairs orders attended in area = 5584
- Repairs orders cancelled = 1100
- The number of follow-on repairs = 202
- The number of no access appointments = 332
- The number of jobs raised and attended out of hours = 1159
- For information purposes the number of repairs orders completed in area (First Time Fix) = 4649 (Please note that this total is included in the number of repairs orders attended in area = 5584)

#### 4.4 Issues encountered during the trial period extension:

- Labour issues

Joinery and Electrical capacity have been affected by early retirement, resignations, and long-term sickness. Five new joiners have now been recruited in what is a difficult labour market. We have continued to struggle to recruit electricians.

- Material issues related to follow on referrals

Core stock levels at the JPS managed stores as well as delays on special orders have had an impact upon follow on's. Both issues have now improved. Some of the issues were national material shortages within the construction sector, areas affected were timber, loft insulation and plastering products. If materials were not available during the scheduled repair area this has then resulted in repairs not being carried out during the agreed 3-week period and has resulted in them being rebooked potentially out of the scheduled repair areas.

The rebooking of repairs outside of the areas not only impacts upon the tenant but impacts the resources that are then available to complete the works in the next scheduled repairs area.

Early in November 2021 a communication was released on our websites and social media platforms to advise of the ongoing material shortages and potential impacts upon the service.

- Booking in of repairs

Our current process for scheduled repairs is that our planning team review all

reported repairs within the 9-week reporting period and then schedule these in with the tenant via a telephone call. While there are benefits of being able to review the appointments prior to scheduling, this has led to several issues.

Some Tenants have called back multiple times to see when their repair is going to be booked and to check we haven't forgotten about them as some will be waiting potentially up to 12 weeks from reporting to be given an appointment confirmation. This creates an increased workload for customer services and resource planners. We have also noted that sometimes this also leads to customer services raising duplicate jobs creating a larger workload for the planners to review the appointments.

On some occasions tenants not always answering their phones when trying to schedule in the repairs, as well as incorrect contact numbers, has led to a number of reported appointments then having to be cancelled. Planners consequentially send out letters and if no further contact is received then the repairs are cancelled. This creates further work for customer services as does the raising of orders when these tenants do get in contact.

The DRS test system is currently being configured to test if we can set the system up to automatically allocate the correct 3-week timeslot based on trade and area. This will enable customer services to offer the tenant an appointment at their first point of contact with alleviating the above issues.

We continue to operate with operatives not on a PDA device, which is causing more manual checking of when jobs are completed or need reallocating.

#### **4.5 Developing the Scheduled Repairs Service**

The Scheduled Repairs trial has identified several improvements that could be introduced to further refine service delivery. These include:

- Limiting the number of inspections per repair and encouraging enhanced forward planning from the Resource Planners and Team Leaders to ensure that all relevant appointments stay within the relevant geographic areas.
- Tasks carried out previously by the Customer Services Team such as outgoing calls to tenants are now carried out by HRS Resource Planners, there may be an opportunity to create an HRS Customer Services Team resourced by people with experience of carrying out repairs.
- A Tenant Satisfaction call process could be implemented.
- Any future excess resource deployed on Scheduled repairs could be redeployed to support other work streams such as minor aids and adaptations and voids.
- Under the proposal, repairs for each of the four areas would be scheduled in every 12 weeks over a 3-week period. As further data becomes available the 3-week period may require adjusting and potentially reducing.
- Resource Planners to seek more repairs advice from HRS operatives.
- Keeping tenants informed by sending regular reminders about appointments and how they can cancel them in advance if required.
- Increase the use of text message reminders.

- Technical training for Resource Planners and Customer Services to improve their technical understanding of repairs. This will enable Customer Services to pre-load appointments and use inspect codes for applicable works such as plastering and roofing.
- Re-introduce the diagnostic repairs process for customer service, resource planners and for our customers.
- An enhanced methodology for Team Leaders to review the accuracy of completion times, SOR codes and job descriptions with operatives prior to scheduling appointment durations.
- Operatives given the ability to schedule in follow-on work themselves.
- Increase the level of Team briefings and Team Leader/ operative discussions and feedback sessions including the receipt of briefing information electronically.
- Up to date contact details for tenants are required in order to assist in further reducing “No access appointments”.
- Correct resource allocation and SORs will allow automatic scheduling of repairs, tenants will be able to receive an appointment when first reporting their repair instead of having to wait for a call back.
- New online repairs reporting trial (in progress) including the facility for tenants to report repairs online and choose/ amend appointments at a time that’s convenient for them. Tenants will have the option to receive regular updates regarding their appointment by email or text message, this will reduce any potential ‘no-access’ visits. Tenants will be able to attach photos of repairs when reporting online, this will ensure accurate scheduling of resources for the works and increase the first-time fix rate. To enable this the Customer Service Team will require diagnostic software.
- A new mobile working IT platform will ensure that operatives will have instant access to job tickets via their mobile working device, this not only removes the need for paper-based systems but also allows jobs to be updated and amended by the operative whilst on site. This will ensure that all repairs are closed off with the correct completion status allowing HRS to accurately report on performance.
- Because repairs for each area are planned in the 3 weeks leading up to HRS starting work in the area, any jobs that require pre-inspections (i.e., plastering and glazing works) are now often completed in advance to ensure that the actual works are scheduled in the correct areas.
- Increase the information available for ‘DIY’ videos and review the repairs carried out by the service in line with the repairs policy.

## **5. Strategic Priorities**

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

Scheduled Repairs are aligned with the Councils strategic priorities.

- Let’s improve housing standards for all.

Scheduled Repairs should mean better maintained housing stock as repairs are being completed in a more efficient way for the Council, which increases HRS repair capacity as well as enabling a tenant centric service.

## 5.2 Let's enhance our remarkable place.

Scheduled Repairs are aligned with the Councils strategic priorities.

- Let's preserve the unique character of our city.

The development of the localised welfare unit for operatives on Greetwellgate has been delivered in a way which blends in with the existing historic surroundings and buildings and enhances the aesthetic of the area. The site, which was formerly a poorly maintained garage block, now visibly enhances its location. The presence of maintenance Team Leaders on site and at the welfare unit provides an opportunity for them to undertake regular walkabouts and area inspections so that any visible issues such as fly tipping can be resolved and reported in a timely manner. Further local welfare units are being planned at present.

## 5.3 Let's reduce all kinds of inequality.

Scheduled Repairs are aligned with the Councils strategic priorities.

- Let's improve the health and quality of life of people living in Lincoln.

Scheduled Repairs should provide an increased repairs capacity to deal with repairs that, if delayed could impact upon health and wellbeing. In addition, the delivery mechanism reduces tenant inconvenience.

## 5.4 Let's address the challenge of climate change.

Scheduled Repairs are aligned with the Councils strategic priorities.

- Let's ensure our development approach reduces our carbon footprint.

Scheduled repairs will decrease fuel consumption and carbon emissions as fewer journeys need to be made by operatives and the length of journeys that do need to be made are reduced.

## 6. Organisational Impacts

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

In principle the delivery of Scheduled Repairs will reduce the amount of money the council spends on these types of repairs and enable labour resource to be re-directed. This means:

- A reduction in fuel consumption and spend.
- Labour resource generated through more efficient processes can be redirected to other HRS projects.
- That subcontractor spend is minimised via increasing the capacity for works to be carried out in house with the existing labour resource.

### 6.2 Legal Implications including Procurement Rules

N/A.

### 6.3 Equality, Diversity and Human Rights

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

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

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

### 6.4 Human Resources

N/A.

### 6.5 Land, Property and Accommodation

N/A.

### 6.6 Significant Community Impact

N/A.

### 6.7 Corporate Health and Safety implications

N/A

## 7. Risk Implications

### 7.1 (i) Options Explored

N/A. Scheduled Repairs have been delivered since 17<sup>th</sup> August 2020 and the Scheduled Repairs service has the potential to operate in a more efficient manner than would be the case if the previous repairs delivery process was utilised.

### 7.2 ii) Key Risks Associated with the Preferred Approach

It is not considered that there are any risks associated with delivering Scheduled Repairs as opposed to the system used previously.

## 8. Recommendations

Members to note the contents of the report and agree to receive a further report at the end of the pilot process

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

Lead Officer: Matt Hillman, ADI, 01522 873639

**SUBJECT:                   VOIDS AND SHELTERED COMMUNAL AREAS UPDATE**

**DIRECTORATE:           HOUSING AND INVESTMENT**

**REPORT AUTHORS:       KEELEY JOHNSON -VOIDS**

**CLIVE THOMASSON – SHELTERED COMMUNAL AREARS**

**1.       PURPOSE OF REPORT**

To provide Members with a current update of voids and communal arears in sheltered schemes.

**2.       VOIDS**

The current void performance is monitored both weekly and monthly by the Assistant Director of Housing

As at the end of quarter 3, the current rent lost through vacant dwellings stood at 1.37% against the target of 0.9%, an increase of 0.07% compared to last quarter. The current void turn-around time for void requiring minor works is 51.94 days against the target of 32 days. The current void turnaround time for all properties is 59.98 days against the target of 38 days.

The Voids Team have experienced significant pressure throughout the Covid-19 pandemic. With restrictions on the number of staff able to work within properties at any one time, shortages in labour and materials and limitations on completing pretermination inspections.

In (month), the void subcontractor went into administration leaving significant pressure on the DLO. The high, national demand for labour, has meant a difficulty in recruiting the necessary staff needed to turnaround empty properties in line with target. We have now appointed five additional contractors to carry out void works and have allocated additional staff from the DLO. Subsequently, we are seeing an increase in the properties being completed and relet and are on track to bring performance more in line with target next quarter.

It is worth noting that the main impact on the increase of resources available will be in the number of the voids in the process, in the short term. Re-let times may increase initially as some of the long-standing voids are returned. Once these legacy voids have all been returned, we will see the reduction in rent loss and relet times, especially with an increased number of contractors in place.

There have also been additional pressures on tenants when trying to move home, resulting in delays throughout the void process. Tenants have often struggling to source removals or have had to self-isolate and unable to sign for properties as quickly as

required. Properties becoming void due to tenants passing away has also increased, meaning pretermination inspections have not been possible.

With the additional contractors that are now in place and the increase in available materials, performance should be more in-line with target for the end of the financial year.

### **3. Sheltered Scheme Communal Areas**

The communal halls were reopened in September 2021.

They were initially opened for coffee mornings to get the tenants back together and were closely monitored by Independent Living staff. Signs were put up to continue to wear masks when moving around the halls, to remain socially distanced, and to use the hand sanitiser, windows are also opened for air flow. As things improved more activities have taken place in the units.

Notices are updated when guidance changes i.e., to inform tenants and visitors to the units / halls that we still recommended the wearing of masks, the hand sanitisers are still checked and refilled regularly.

If at any time there is a covid outbreak within a specific unit, notices are put up to inform tenants that communal halls will be closed for the recommended time, minimum now seven days to try to prevent spread and an outbreak in the units amongst our vulnerable tenants.

The halls in St Botolph's Court and Derek Miller Court are cleaned daily Monday to Friday and sanitised. The 5 group schemes are cleaned once a week minimum by contract cleaners and sanitised.

Staff are doing LFT twice weekly and are provided with the correct PPE (masks, gloves, and aprons)

The Independent Living Team have been advising tenants to complete an LFT or take a PCR if they are showing covid symptoms, to self-isolate until they know the outcome.

The team have assisted with providing and advising on how to use the tests to the tenants if no family member is available to help.



**Is this a key decision?**

Yes/No

**Do the exempt information categories apply?**

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:**

Keeley Johnson  
Clive Thomasson

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**HOUSING SCRUTINY SUB-COMMITTEE****24 JANUARY 2022**

**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 21 Oct 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 21 Oct 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
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 21 Oct 2021  
**24 January 2022**

Item(s)	Responsible Person(s)	Origin of Request
Homelessness and RS Update (Inc properties offered to people who are homeless Q3)	Yvonne Fox	Regular Report
LTP Review Update Report	Mick Barber Chair of LTP	Annual Report
Schedule Repairs Project Update	Matt Hillman	
City of Lincoln Resident Engagement Draft Strategy 2021	Paula Cade	Requested by Chair
Voids – Update on Numbers and Costs	Yvonne Fox	Regular Report
40 Update NSAP Scheme- Delivery Costs	Yvonne Fox	Requested by Chair at meeting 25 01.21
Update on Communal Areas -Sheltered Housing Scheme	Yvonne Fox	Requested at meeting 9 August 2021
Work Programme 2021/22	Ali Hewson	Regular Report



Updated 21 Oct 2021

**14 March 2022**

Item(s)	Responsible Person(s)	Origin of Request
Tenancy Sustainment Project Update	Keeley Johnson	12 Oct 2020 Meeting Min 86 Update
Quarter 3 (2020/21) – Performance Report	Yvonne Fox	Regular Report Quarterly
LTP Review of Constitution	Paula Cade/Andrew Mc Neil	Review Update
Tenant Involvement Strategy	Paula Cade/Andrew Mc Neil	Review
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:**

**Results of Pilot Repair Scheme Matt Hillman Results Due March 2021 E mail in folder 1 Nov from MH**

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