

HOUSING SCRUTINY SUB-COMMITTEE

Wednesday, 22 June 2022

6.00 pm

Committee Rooms 1-2, City Hall

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Jane Loffhagen, Mark Storer and Loraine Woolley
Substitute member(s):	Councillors Biff Bean and Liz Bushell
Lincoln Tenants Panel member(s):	Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Mike Asher (Member of LTP), Steven Bearder (Member of LTP) and Debbie Rousseau (Member of LTP)
Officers attending:	Democratic Services, Matthew Hillman, Andrew McNeil, Daren Turner and Colleen Warren

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*), Alan Briggs, Liz Bushell, Jane Loffhagen, Christopher Reid and Loraine Woolley
- Apologies for Absence:** Councillor Edmund Strengiel and Caroline Coyle-Fox
- Also in Attendance:** Mick Barber (Chair of LTP), Mike Asher (Member of LTP), Steven Bearder (Member of LTP) and Debbie Rousseau (Member of LTP)

41. Confirmation of Minutes - 24 January 2022

RESOLVED that the minutes of the meeting held on 24 January 2022 be confirmed.

42. Declarations of Interest

No declarations of interest were received.

43. Other Matters

Mike Asher, LTP Member, advised that he had recently called the Council Tax Team at the City Council acting in the capacity of an anonymous 'happy shopper' to enquire about the £150 Council Tax rebate.

He was pleased to report that he had been very well informed by the officer who spoke to him. He asked how to receive the payment and was told that those residents not on the internet or paying their Council Tax via direct debit would be contacted by post in the near future.

He gave praise to the Council Tax Team for their valuable help and assistance.

Daren Turner, Director of Housing and Investment agreed to pass these comments on to the Revenues and Benefits Team.

44. Annual Report from Portfolio Holder for Quality Housing- Councillor D Nannestad

Councillor D Nannestad, Portfolio Holder for Quality Housing:

- a) presented his report regarding activity and achievements within his portfolio
- b) added that his report which was similar to that presented to Performance Scrutiny Committee previously, without the information on health and private sector housing which was not within this Committee's remit
- c) reported that the last 12 months had continued to be a challenging time for housing with various levels of Covid restrictions affecting housing performance, issues experienced in the supply of materials, a shortage in the labour market, together with the performance of voids further affected by the sub-contractor concerned having gone into administration

d) advised that his report covered the following main areas:

- Homelessness
- Tenancy Services
- Housing Repairs
- Voids
- Housing Investment
- New Build/Allocations
- Decarbonisation

e) highlighted some excellent performance in areas such as rent collection and the imminent completion of De Wint Court extra care home as a flagship development for the Council, which members of LTP and Councillors would have the opportunity to inspect on Friday 23 March 2022

f) reported also on progress with a housing development on Rookery Lane to add 42 new homes to the Council's housing stock, together with work anticipated to start later this calendar year to remodel existing properties at Hermit Street to provide additional flats for 2/3 people and a number of new-build homes

g) praised housing staff for their tremendous support and the Lincoln Tenants Panel for their valuable work which continued to help improve the satisfaction of tenants

h) invited questions from Housing Scrutiny Sub-Committee on the content of his report.

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

- Members highlighted that the date of inspection for De Wint Place conflicted with a special meeting of Council.
- Response: The dates and times of the De Wint inspection would be revisited to accommodate Member's availability.
- A request was made for actual figures on performance measures to be provided in future reports rather than percentages.
- Response: The Portfolio Holder for Quality Housing referred to several measures within his report already expressed as a figure although he would try to expand on this in future reports.
- Tenants were still encountering delays in the fitting of replacement kitchens.
- Response: The Decent Homes Standard was still in place. Kitchens requiring replacement or damaged beyond repair would be installed as part of a scheduled programme of works starting in July 2022. Adequate notice would be given to tenants of when the work would be commenced, which would be completed in tranches within areas of the city.

RESOLVED that the contents of the report be received and noted with thanks.

45. Tenancy Sustainment Update

Daren Turner, Director of Housing and Investment;

- a. presented a report to update Members on the current position regarding the sustainment of tenancies, as requested by the previous Chairman of this Committee
- b. advised that Tenancy sustainment continued to be a key priority within the Directorate of Housing and Investment (DHI), working towards the implementation of the Sustainment Team on 1 April 2022, although this was later than anticipated, due to delays with recruitment during Covid-19 and securing a job evaluation panel due to lack of Union representation
- c. highlighted that three offers of employment on two-year contracts had been made to two external and one internal individual with a wealth of experience across the support and voluntary sector
- d. reported that the initial plan was for a robust process to be put in place for pre-tenancy work, with a focus on vulnerable applicants, the aim to ensure that tenants were set up to thrive in their tenancy offering assistance with welfare benefits forms, signposting to necessary support and assistance with furniture through local charities
- e. added that the team would be an advocacy and signposting service for vulnerable tenants who required help with support in times of crisis
- f. presented figures on the current position regarding sustainment of tenancies and enforcement action; eviction used only as a last resort, as detailed at paragraph 3 of the officer's report
- g. requested that members note the actions taken to support tenants in order to improve levels of tenancy sustainment.

Members discussed the content of the report in further detail.

Councillor Nannestad commented that evictions were very costly for the authority, therefore it was advantageous to offer support to tenants rather than go through a lengthy court process.

Members welcomed the introduction of the Sustainment Team to assist residents in maintaining their tenancies.

The following discussions took place:

- Question: Would care leaders who were entitled to council tenancies get additional support?
- Response: Yes they would be particularly targeted.
- Comment: Concerns were raised regarding figures provided within the officer's report stating that the current amount of arrears was over £1million, and that 275 properties were affected by the under occupancy charge.
- Response: The amount of rent arrears was not high compared to the huge amount of rent collected per year. The Tenancy Sustainment initiative

should drive down this figure. As household costs such as energy bills increased it would get worse.

In terms of under-occupancy, the Revenues and Benefit Team worked with those tenants struggling to find smaller tenancies to obtain Discretionary Housing Payment (DHP) to help supplement their rent.

- Question: Could a further breakdown be provided on debt levels, for example, how customers in receipt of Universal Credit were affected? This could act as a pointer to where greatest support was needed.
- Response: 90% of debt increases currently related to Universal Credit. A further breakdown would be provided.

- Comment: There were tenants in under occupied properties on DHP who chose not to be on the Council waiting list as they did not wish to move, at the expense of those residents with special needs requiring larger properties and extra space.
- Response: A review of DHP payments was carried out each year. Those tenants in under occupied properties who were not actively seeking alternative accommodation were at risk of having DHP reduced.

- Question: Was it possible to provide a payment incentive to encourage people to down-size? Many elderly residents may need help to move.
- Response: There was a scheme currently in operation to offer support to tenant's to down-size. Officers were looking to see whether other incentives could be brought forward. The Housing Department also promoted good neighbour schemes in supported housing accommodation. Also, people's expectations had changed, some properties popular in the 70's were no longer suited.

Mick Barber, Chair of LTP requested that LTP members be involved in the remodelling of existing sheltered accommodation and good neighbour schemes. A lot of sheltered accommodation was labelled as bed-sits whereas it was indeed independent living. LTP wished to make their contribution.

Councillor Vaughan asked whether the six people evicted since October 2021 were aware at the time of the Housing Appeals Panel?

Daren Turner, Director of Housing and Investment confirmed the clients would have been made aware. He added that some people with complex needs were beyond the help of the Council as a housing landlord. In such circumstances it was kinder to take away the tenancy in order for the people to get the proper professional help they needed.

- Comment: The housing authority had a duty to house homeless people with these complex needs.
- Response: We did house vulnerable homeless people in temporary move-on accommodation with assistance from support workers, with the aim of them becoming re-engaged in the community.

RESOLVED that:

1. A further update on progress on Tenancy Sustainment be presented to the Sub-Committee towards the end of the calendar year.

2. A further breakdown on the source of debt levels be provided to Committee members.
3. The content of the report and members comments be noted with thanks.

46. Revised Tenant Involvement Strategy 2022-2025

Andrew McNeil, Assistant Director, Housing Strategy:

- a. presented the revised Tenant Involvement Strategy 2022 to 2025 for comments prior to referral to Executive, which replaced the 2018 to 2021 Strategy
- b. advised that the regulatory Framework for social housing and the social housing white paper required social housing landlords to have a transparent Tenant Involvement Strategy in place.
- c. highlighted achievements realised to improve the tenant involvement service over the last three years at paragraph 3 of the report
- d. highlighted the objectives for the Tenant Involvement Strategy:
 - Co-design services with residents
 - Facilitate community engagement
 - Communicate key messages to residents
 - Co-regulate with Lincoln Tenants' Panel
 - Expand the ways residents can get involved.
- e. advised that the involvement of tenants and leaseholders in these ways would help in the delivery of the top priorities identified
- f. explained how the action plan would be delivered and how the outcomes of the Strategy would be monitored as detailed at paragraph 5 of the report.

The committee considered the contents of the report.

Mick Barber, Chair of LTP referred to roadshows planned around the city to talk to tenants as a means of getting them involved in their communities.

Members asked what process the strategy flagging system would follow and how the Council would respond.

Andrew McNeil advised that the star ratings awarded by tenants together with suggestions for improvement coming forward would be looked at by officers and responses given direct to the tenant.

RESOLVED that the revised Tenant Involvement Strategy 2022 to 2025 be supported and referred to Executive for approval.

47. Performance Monitoring Report Quarter 3 2021/22

Andrew McNeil, Assistant Director of Housing Strategy:

- a. provided Housing Scrutiny Sub Committee with a quarter three report on Performance Indicators for the 2021/22 financial year (April 2021-December 2021), as detailed at Appendix A of the report provided, which combined all performance relevant to Housing Landlord issues
- b. advised that of the 21 measures, 8 were on or exceeding targets for the year (year-end), and 12 had not met the normal targets set
- c. highlighted that of the 12 measures that did not meet the target, 5 of these were within 5% tolerance of their respective targets (amber rating), 3 of the 5 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 twelve 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:
 - % of Rent Collected as a % of Rent Due
 - Arrears as a % of Rent Debit
 - Complete Repairs Right on First Visit (Priority and Urgent)
- i. reported at paragraph 4.4 of the report on reasons where we were close to achieving our targets (amber rating) as follows:
 - % of Homes with Valid Gas Safety Certificate
 - % of Non-Decent Homes
- j. further highlighted a brief explanation of reasons where we had not achieved our targets as detailed at paragraph 4.5 of the report:
 - Average Re-Let Period- General Needs (Excluding Major Works) - (Days)
 - Average Re-Let Period- General Needs (Including Major Works) - (Days)
 - % of Urgent (3 Days) Repairs Carried out Within Time Limits (HRS)
- 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; there had been an increase in material and labour costs, struggles with recruitment into vacant positions and an increase in voids due to the standard of returned property

l. added that our financial position with finance colleagues continued to be monitored

m. invited committees' questions and comments.

- Members discussed the content of the report in further detail, commenting and asking questions in the following main areas:
- Question: How long would it take before the two roofs requiring replacement to meet the non-decent homes standard would be actioned?
- Response: The officer would make investigations and report back to the member concerned.
- Comment: Could Performance Indicator 37 be shown numerically rather than as a percentage.
- Response: Yes this would be addressed.
- Question: Why were planners being asked to prioritise 3 day jobs over 100 day tickets?
- Response: This was down to operators' ways of working towards the end of a day, 100 day tickets already in the diary were currently being prioritised over 1-3 day jobs as they were less urgent. This needed to be addressed. A new repairs co-ordinator would be employed to reinforce best practice between the operatives and planners.
- Question: Were our contractors internal council staff?
- Response: Some of our contractors were in-house. Voids were completed by a specific contractor Capital work by Kier had ceased. A balanced approach aimed at using in-house contractors was taken.
- Comment: It would be beneficial to identify unoccupied properties through council tax/rent records to avoid operatives wasting time attending those homes for gas service inspections.
- Question: Could yellow stickers be put across doors at properties classed as unsafe in relation to gas safety inspection?
- Response: The operative would not always know there was an issue with the gas certificate until entry to the property was obtained.
- Question: Were customer satisfaction figures for repairs collected?
- Response: Yes this data was analysed.
- Question: Were the 58 replacement front doors required due to fire safety regulations?
- Response: They were part of the current door replacement programme.
- Question: Would the 82 properties failing to meet the decent homes standard be prioritised to bring them up to this standard?
- Response: Yes. They were at the highest risk for gas/electrical safety and first focus to get access to the properties.
- Question: Where did bathroom and kitchens fall in relation to non-decent homes? There were 4 replacements that were known to be outstanding.
- Response: They were completed on a programme of works. Some occupants refused installations. He would investigate further if supplied with the details of the four properties concerned.
- Comment: It was thought people telephoning to make a repair requests were not asked if they were elderly or vulnerable.

- Response: They were indeed trained to ask this question.
- Question: Could property inspections be carried out more often than every five years in the interests of health and safety?
- Response: Best practice was for gas inspections to be conducted once a year and 5 years for electrical safety. To bring them down below that level would incur financial resources.

Mick Barber, Chair of LTP agreed to act as an anonymous 'happy shopper' to obtain confirmation that staff asked tenants if they were elderly or vulnerable.

RESOLVED that:

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

48. Target Setting 2022/23

(Councillors Loffhagen and L Bushell left the meeting at this stage in proceedings)

Andrew McNeil, Assistant Director, Housing Strategy:

- a. provided a report to advise Members of the proposed performance indicator targets normally reported to Scrutiny for 2022/23, to agree the targets and consider how performance information could be monitored and reported throughout the year, together with ensuring that Housing targets were aligned to higher level strategic corporate targets for the authority as a whole
- b. stated that performance information was reported to Housing Scrutiny Sub-Committee on a quarterly basis, and targets reviewed on an annual basis with both tenants and the Committee at the March meeting
- c. highlighted that throughout Covid-19 normal management information had been collated as well as performance against targets; management information was provided wherever practically possible, and members made aware of reasons for any changes to service and performance during this challenging period
- d. reported that throughout 2020/21 there had been delays in repairing and allocating empty properties due to the pandemic and Government instructions on non-essential moves and holding properties for homeless households, therefore the council was currently reviewing voids performance and procedure considering these measures against external restrictions on performance
- e. highlighted that there was now an increase in properties being completed and re-let so performance for the remainder of the current financial year would likely increase, however this was due to numerous longer-term voids now being released

- f. reported on a few properties each month which had not allowed access for annual gas inspections and referred to legal services to seek an injunction from the County Court to obtain entry
- g. referred to continued challenges in respect of rent collection due to changes to legislation for landlords in place until October 2022; Universal Credit claims had increase by 1,028 compared to the previous year, therefore, Tenancy had placed significant emphasis on contact through calls and visits with new targets in place for staff
- h. reported that realistic targets were proposed for 2022/23 based on current performance, national guidance, and benchmarking with similar authorities, as detailed at Appendix 1
- i. advised that LTP members and the Portfolio Holder for Quality Housing had also been consulted on the proposed indicators, and some amendments had been made
- j. summarised that a lower target was proposed for rent loss due to non-payment of rent in order to maximise income and for the non-decent target to reflect that due to the number of properties managed it was not possible to achieve a zero return, all other targets remained unchanged
- k. requested members' feedback on the content of the report.

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

- Comment: Performance Indicator 50, in relation to the percentage of non-decent homes seemed a little high at a target of 1%. It was unlikely to be met as it hadn't reached that figure before.
- Response: It could perhaps be realistically reduced to 0.8%.
- Comment: Performance in respect of rent arrears was likely to be affected by fuel price rises announced from April 1, 2022.
- Response: Fuel price increases only came through three weeks ago. Officers would wait and see what affect this had on rent arrears.

Daren Turner, Director of Housing and Investment advised that the Tenant Sustainability Team would be available to offer assistance to help tenants sustain their tenancy, giving support with welfare benefits forms and signposting customers to other available support. Housing officers would be out and about offering face to face interaction with residents.

RESOLVED that the proposed performance targets for 2022/23 be approved subject to a revised target of 0.8% for PI 50: Percentage of Decent Homes.

49. Work Programme Update - Looking Forward to 2022/23

The Democratic Services Officer:

- a. advised members that a draft work programme for 2022/23 would shortly be circulated to officers for comments and would be forwarded to the Chair of Housing Scrutiny Sub-Committee and the Chair/Vice Chair of Lincoln Tenant's Panel today for individual input/comments ready for use as a working document at the first meeting of the new Municipal Year

- b. reported that the work programme 2022/23 would be regularly updated in consultation with the Chair of Housing Scrutiny Sub-Committee and Chair/Vice Chair of Lincoln Tenants Panel
- c. highlighted that the work programme included those areas for scrutiny linked to the strategic priorities of the Council and housing matters, to ensure that the work of this committee remained relevant and proportionate.

Daren Turner, Director of Housing and Investment advised that it was for the Chair and Members of LTP to determine the agenda for Housing Scrutiny Sub-Committee and encouraged them to add items to the work programme as they felt appropriate. He highlighted that it was advantageous to plan ahead with requests for discussion topics to allow officers time to investigate in full and prepare more detailed responses to Committee

RESOLVED that the work programme for 2022/23 be circulated to officers, Chair of Housing Scrutiny Sub-Committee and the Chair/Vice Chair of Lincoln Tenant's Panel for individual input/comments ready for use as a working document at the first meeting of the new Municipal Year.

SUBJECT: HOUSING FINANCE

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

LEAD OFFICER: COLLEEN WARREN, FINANCIAL SERVICES MANAGER

1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub Committee the Council's Housing out-turn position for 2021/22.

2. Summary

- 2.1 This report will provide members with the provisional summary of actual income and expenditure compared to revised budget for the HRA and HRS services and shows how any surpluses have been allocated to reserves.
- 2.2 The full out-turn report for the Authority will be presented to Executive on the 20 June 2022.

3. Housing Revenue Account

- 3.1 For 2021/22 the Council's Housing Revenue Account (HRA) net revenue budget was set at £14,910, resulting in an estimated level of general balances at the year-end of £1,059,743
- 3.2 The financial performance quarterly monitoring report for the 3rd quarter predicted an underspend of £31,226. The provisional outturn for 2021/22 now indicates an underspend of £19,339. This would result in HRA balances at 31 March 2022 of £1,025,202.

- 3.3 The movement from Q3 to provisional outturn position includes:

	£'000
Final outturn position in the HRS – repatriation reduction	(289)
Increase cost of repairs and maintenance following completion of billing process for HRS	226
Proposed contribution to the Invest to Save Reserve to enable to continuation funding for fixed term employee posts	160
Proposed contribution to the Disrepair Management Reserve to enable further works to reduce the increase in disrepair claims the Council is currently receiving.	300
Reduction in loan charges interest	225

- 3.4 The out-turn summary is set out in the table below:

HRA PROVISIONAL OUTTURN - 2021/22				
		Revised Budget £'000	Outturn £'000	Variance £'000
Gross Rental Income	A	(29,441)	(29,052)	389
Charges for Services & Facilities	B	(312)	(262)	50
Contribs towards Expenditure	C	(50)	(10)	40
Supervision & Management (Income)	D	(912)	(642)	270
Repairs Account Income	D2	0	(82)	(82)
Repairs & Maintenance	E	9,573	8,436	(1,138)
Supervision & Management (Expenditure)	F	8,078	7,984	(95)
Rents, Rates and Other Premises	G	334	455	121
Increase in Bad Debt Provisions	H	305	284	(21)
Insurance Claims Contingency	I	164	0	(164)
Contingencies	J	3	0	(3)
Depreciation	K	6,735	7,423	688
Impairments	L	0	0	0
Debt Management Expenses	M	12	1	(11)
HRS Trading Deficit/(Surplus)	N	0	428	428
Net Cost of Service	O	(5,509)	(5,037)	472
Loan Charges Interest	P	2,650	2,425	(225)
Investment/Mortgage Interest	Q	(20)	(24)	(4)
Net Operating Inc/Exp	R	(2,879)	(2,637)	242
Capital Accounting Adjustments	S	0	0	0
Major Repairs Reserve Adjustment	T	3,063	2,355	(708)
Transfers to/from reserves	U	(115)	331	446
(Surplus)/Deficit in Year	V	69	49	(19)
Pension Reserve	W	0	0	0
Balances b/f @ 1st April	X	(1,075)	(1,075)	0
(Increase)/Decrease in Balances	Y	69	49	(19)
Balances c/f @ 31st March	Z	(1,006)	(1,025)	(19)

4. Housing Repairs Service

- 4.1 For 2021/22 the Council's Housing Repairs Service (HRS) net revenue budget was set at zero, reflecting its full cost recovery nature.

4.2 The financial performance quarterly monitoring report for the 3rd quarter predicted a £713,876 deficit outturn for 2021/22. The provisional outturn for 2021/22 shows a trading deficit of £427,757, a movement of £286,119. The movement is as a result of the delay in billing of void jobs as highlighted at Quarter 3, which made forecasting the outturn position difficult.

4.3 The out-turn summary is set out in the table below:

	Revised Budget £'000	Outturn £'000	Variance £'000
Employees	3,351	2,944	(407)
Premises	55	91	36
Transport	333	344	11
Materials	1,415	877	(538)
Sub-Contractors	1,969	3,305	1,066
Supplies & Services	272	390	118
Central Support Costs	569	503	(66)
Capital Charges	0	2	2
Total Expenditure	7,965	8,187	223
Income	(7,965)	(7,760)	205
(Surplus)/Deficit	0	428	428

5. Resource Implications

5.1 The financial implications are contained within the report.

5.2 There are no legal implications arising from this report.

6. Recommendations

6.1 That the Housing Scrutiny Sub Committee review and note the provisional out-turn position for HRA and HRS for 2021/22.

Is this a key decision? No

Do the exempt information categories apply? No

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

Does this report contain appendices? No

List of Background Papers: None

Lead Officer: Colleen Warren, Financial Services Manager Telephone (01522) 873361

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SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 4 – 2021/22

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: GARETH GRIFFITHS QUALITY AND PERFORMANCE OFFICER.

1. Purpose of Report

- 1.1 To provide Housing Scrutiny Sub Committee with a quarter four report on Performance Indicators for the 2021/22 financial year (April 2021 – March 2022). See Appendix A.

2. Executive Summary

- 2.1 This report combines all performance relevant to Housing Landlord issues.
- 2.2 In total there are 21 measures and of these, against agreed targets, 10 are on or exceeding targets for the year (year-end), 10 have not met the normal targets set. Of the 10 measures that did not meet target, 3 of these were within 5% tolerance of their respective targets (Amber rating), One measure does not have a target (Complaints replied to in line with corporate policy).

3. Background

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

4. Main Body of Report

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

% of Rent Collected as a Percentage of Rent Due

The in-year rent collection achieved for end of Q4 is 100.18%, exceeded the target of 96.5%. This has resulted in an overall reduction in rent owed to the authority. The enforcement restrictions as a result of the Covid-19 pandemic were still in place until October 2021, but despite this Officers have managed to support tenants through this difficult time whilst maximising income to the Housing Revenue Account.

Arrears as a % of Rent Debit

The current rent arrears as a % of the debit achieved for Q4 is 3.63%, exceeding the target of 4.65%. This has resulted in an overall reduction in rent arrears of £18k compared to last financial year. Whilst we have ambitions to further reduce the total amount of rent owed by tenants, whilst continuing to sustain tenancies, this has surpassed expectation for rent collection, throughout a turbulent time for tenants. Since the eviction ban was lifted in October 2021, 10 evictions have been carried out which is not a significant number compared to relative years. This demonstrates the balance of maximising income to the HRA whilst prioritising tenancy support and sustainment.

Complete Repairs Right on First Visit (Priority and Urgent)

A positive first-time fix result is a tell-tale sign of an efficient workforce, we need to operate with a skilled team to achieve this and continually update the technical skills of the workforce to ensure we maintain and improve on this measure.

- 4.4 The following summary provides a brief explanation of reasons where we are close to achieving our targets (amber rating). Particular areas to highlight are:

% of Non-Decent Homes

The majority of the doors outstanding are as a result of access issues to survey or fit the new doors. Most of these are Fire doors and so we are reluctant to remove from the work programme due to the safety implications. We will continue to attempt to gain access to these properties. 4 of the doors have now been fitted in April 2022. The breakdown of the 56 properties now failing is; 40 doors, 14 electrics, 2 roofs.

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

Average Re-Let Period – General Needs (Excluding Major Works) – (Days)

The current void turn-around time for void requiring minor works is 56.08 days against the target of 32 days. Voids have experienced increased challenges since their initial contractor went into administration in 2021, leaving significant pressure on the Direct Labour Organisation (DLO). There is a high, national demand for labour, meaning that City of Lincoln Council (CoLC) has had difficulty securing the necessary workforce to turnaround the empty properties to achieve the target of 32 days.

There has also been an increase in the number of terminations which has meant that pre-termination inspections cannot be completed on all void properties. This has resulted in more difficulty when planning required works due to no advanced information on property conditions and information not being given at this stage. Due to this it has caused tenant uncertainty on how the property is to be returned causing an increase in pre-repair works, particularly cleansing and clearance works..

There are now additional contractors in place to carry out void works and we have allocated additional staff, post recruitment, 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 financial year.

Average Re-Let Period – General Needs (Including Major Works) – (Days)

The current void turnaround time for all properties is 65.76 days against the target of 38 days. Properties requiring major works have seen increased difficulty with sourcing necessary materials and labour, resulting in an increase in the re-let time.

As with all re-lets, new tenants have often struggled to move due to isolation, or difficulty sourcing removals in a timely manner resulting in further delays. With the award of a new repairs contract contractor, support will be in place and with the increasing availability of materials, we are improving the void turnaround time.

During 2021-22 we re-let 453 properties that are included within this measure (General Needs / Sheltered). However, it is important to note we completed an additional 155 voids that don't get included – Homeless Licenses properties, purchase & repair, NSAP etc. This has an impact on available resources.

Although these voids don't affect the re-let time, they do still require resource/materials from the various teams in the voids process so naturally it will have played some part in the increased delays in general stock void properties.

We also had a high number of refusals on void properties during the year. Of the 453 properties let within this measure, we had 108 refusals which equates to 23.8%. When we have refusals, this causes delays in the void time as the property is ready to let but we can't re-let until an offer is accepted from a prospective tenant.

% of Complaints Replied to Within Target Time

At the time of writing this, HRS now have a specific officer in place to deal with complaints, this has helped reduce response times and complaints to be dealt with. All letter templates have been updated and the Complaints Outcome form digitised to a new 365 form which makes it quicker and easier for all Officers to respond.

Customer Services now also have their new system for reporting repairs which has helped reduce (slightly) the repairs related complaints.

However, we are still getting an unprecedented high number of complaints come into the department, most of which are repairs based and still from the knock on

effect of Covid and lockdown, not having contractors in place and complaints regarding waiting times (cyclical repairs process).

There are also a lot more complaints coming in about waiting times for responses and applications to be processed in regards to housing applications due to people being at risk of Homelessness due to the high demands on this service and the increase in overall numbers of current applications and lack of housing in the city.

% of Urgent (3 Days) Repairs Carried out Within Time Limits (HRS)

This measure is showing a steady improvement rate, during quarter four alone, we have achieved 97% which is just 0.5% off the overall target. If we continue along this trend, we should see performance being in and around the target in 2022/23. Recruiting a full complement of joiners and tweaks to the scheduling element have been contributing factors.

% of Calls Answered Within 90 Seconds

Call wait times are longer this year than the previous year, as we see the effects of lifting restrictions caused by Covid -19 and deal with the backlog that inevitably built up while we were dealing only with emergencies.

Calls for housing and homelessness have also increased as residents deal with the cost of living crisis and landlords have had the ability to evict tenants restored. At the same time, we have reduced the Customer Service team by 20% to deliver cost savings. The staffing is being reduced over time as we deliver our strategy of moving many interactions to online and self-service to bring our offer in line with customer expectations.

The new online self-service repair reporting is proving popular with customers, but it is early days in this development and the expected reduction in calls has not yet been realised. As more routine queries move to the website the calls handled by customer service staff are the more complex issues and customers who need more help.

There is currently an issue with chasing repairs. In Q4 we answered 13,934 calls from our tenants on the general Housing helpline. 8958 were classified as repair related with 3777 (42%) of these chasing appointments.

5. Strategic Priorities

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

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

6. Organisational Impacts

6.1 Finance

Although there are no direct financial implications arising from this report, there are

several indicators that do affect the HRA including the amount of rent collected and repairs and improvements.

We continually monitor the financial position on the HRA and HRS, with quarterly reports to Performance Scrutiny Committee and the Executive.

6.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

6.3 Equality, Diversity and Human Rights

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

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

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

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

7. Risk Implications

- 7.1 (i) There is a risk as identified, to the maximisation of our income to the HRA from rents collected.
- 7.2 (ii) There is a risk that households are required to stay in temporary accommodation longer than we would want them to due to the slow turnover of void properties.

8. Recommendation

8.1 Members are asked to note and comment on:

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

Is this a key decision? Yes/No

Do the exempt information categories apply? No

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

How many appendices does the report contain? 1

List of Background Papers: None

Lead Officer: Gareth Griffiths, Housing Quality and Performance Team Leader
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LANDLORD SERVICES – PERFORMANCE 2021/22

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
Rents								
125B	% of rent collected as a percentage of rent due	100.05%	96.5%	99.31%	97.61% (95.91%)	100.52% (107.40%)	100.18% (99.21%)	
126	Arrears as a % of rent debit	3.74%	4.65%	4.20%	4.88%	3.68%	3.63%	
Voids								
69	% of rent lost due to vacant dwellings	1.12%	0.90%	1.28%	1.37% (1.46%)	1.44% (1.65%)	1.41% (1.28%)	
58	Average re-let period – General needs (excluding major works) – (days)	42.8 days	32 days	39.1 days	44.6 days (51.0)	46.4 days (49.6)	49.9 days (56.9 days)	
61	Average re-let period – General needs (including major works) – (days)	50.2 days	38 days	48.1 days	53.7 days (62.2)	57.6 days (65.4)	63.1 days (74.9 days)	
Allocations								
85A	% of offers accepted first time	83.33%	85%	75.42%	77.04% (79.49%)	79.94% (84.96%)	80.09% (80.43%)	
Repairs (Housing Repairs Service)								
29A	% of all priority repairs carried out within time limits (1 day)	100%	99.5%	99.15%	99.37% (99.62%)	99.22% (98.87%)	99.17% (99.03%)	
32	% of urgent repairs carried out within time limits (3 days)	N/A	97.5%	86.18%	86.48% (86.81%)	88.27% (91.06%)	90.69% (96.99%)	
33	Average time taken to complete urgent Repairs (3 days)	N/A	3 days	2.66 days	2.58 days (2.49)	2.54 days (2.50)	2.42 days (2.10)	
34	Complete repairs right on first visit (priority and urgent)	92.00%	90%	92.48%	91.95% (91.32%)	92.91% (93.44%)	92.85% (92.71%)	
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.89%	95%	99.07%	99.40% (99.75%)	99.30% (99.12%)	99.46% (99.88%)	
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.64%	99.5%	100.00%	99.73% (99.38%)	99.86% (100%)	99.90% (100%)	
Decent Homes								
50	% of non-decent homes	0.84%	0% (year-end target)	2.10%	1.50%	1.06%	0.70%	
48	% of homes with valid gas safety certificate	96.28%	99.96%	99.46%	99.26%	99.14%	99.19%	

PI	Description	Actual 20/21	Target 2021/22	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	Status (R,A,G) *Blue = No target
					(99.13%)	98.87%)	(99.35%)	
Complaints								
22	% of complaints replied to within target time	70.8%	95%	68.42%	64.93% (62.34%)	67.12% (69.41%)	66.90% (66.67%)	
	% of complaints replied to in line with Corporate policy	100%	-	98.18%	99.26% (100%)	99.55% (100%)	99.65% (100%)	
ASB								
89	% of ASB cases closed that were resolved	97.81%	94%	98.51%	98.54% (98.57%)	98.62% (98.75%)	99.03% (100%)	
90	Average days to resolve ASB cases	51.2 days	70 days	54.6 days	49.1 days (43.8)	49.2 days (49.3)	46.9 days (41.7)	
Other								
	Expenditure against target set for year – responsive maintenance	67%	100% (year-end target)	3.6%	18.7%	42.97%	84.8%	
	Expenditure against target set for year – capital programme	83.17%	100% (year-end target)	5.1%	7.8%	45.83%	100.0%	
Customer Contact								
	% of calls answered within 90 seconds	61.39%	80%	22.15%	18.2% (14.3%)	20.82% (26.37%)	20.52% (19.67%)	

Allocations Breakdown April 2021 - March 2022

At the end of the year 2021/22, the Council had allocated 453 properties. The table below indicates the type of applicant that successful bids for properties were made to. The second table breaks down allocation by property type across all bandings.

Over the last two years we have started to see some changes to the type of person applying for Council accommodation and the general family make up. This trend towards young, single men is also mirrored amongst homelessness presentations and within the rough sleeping cohort.

Since the Covid restrictions ended we have seen a considerable rise in the number of homelessness enquiries and presentations to the authority, along with high numbers of applicants applying to join the Housing Register. This, together with the general cost of living increase, will mean that affordable housing will be at a particular premium in the coming years and will result in very long, and often unsuccessful, waits for our applicants.

Type	Lets	%
HOMELESS	259	57.2%
REGISTER	100	22.1%
TRANSFER	94	20.8%
Grand Total	453	

With respect to the lettings by band, we are still required to ensure that any household who is homeless or threatened with homelessness is prioritised for accommodation. In addition, the Council has a quota for transfer applicants to move into more suitable accommodation that meets their changing needs. The target for transfers is 25% of all lettings so we didn't meet this in 21/22 mainly because of the ongoing Covid restrictions and the requirement to direct let properties to homeless applicants. We are trying to ensure that additional properties are advertised only for Transfer applicants in the coming year.

Row Labels	Count of Prop Type
HOMELESS	259
1 BED FLAT	153
2 BED HOUSE	29
2 BED FLAT	28
3 BED HOUSE	16
HIGH RISE	9
1 BED BUNGALOW	9
BEDSIT	6
2 BED BUNGALOW	3
4 BED HOUSE	2
3 BED FLAT	2
1 BED BUNGALOW	1

3 BED BUNGALOW	1
<u>TRANSFER</u>	<u>94</u>
1 BED FLAT	41
2 BED HOUSE	12
2 BED FLAT	10
3 BED HOUSE	10
1 BED BUNGALOW	8
BEDSIT	7
<hr/>	
2 BED BUNGALOW	3
3 BED BUNGALOW	2
3 BED FLAT	1
<u>WAITING LIST</u>	<u>100</u>
1 BED FLAT	34
2 BED FLAT	16
HIGH RISE	12
2 BED HOUSE	11
1 BED BUNGALOW	7
3 BED HOUSE	7
BEDSIT	5

It is interesting to note that the majority of properties allocated are flats and that the supply of houses remains particularly low.

Alison Timmins
Housing Solutions Manager
June 2022

SUBJECT: LINCOLN TENANTS' PANEL CONSTITUTION

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: ANDREW MCNEIL, ASSISTANT DIRECTOR, HOUSING AND INVESTMENT

1. Purpose of Report

- 1.1 To present proposed amendments to Lincoln Tenants' Panel (LTP) Constitution and seek approval from Executive Committee taking into account this committee's views, to make these changes.

2. Background

- 2.1 The LTP Constitution sets out how the Lincoln Tenants' Panel is to operate. This is reviewed on an annual basis. The last constitutional amendments were agreed by Executive Committee on 26 February 2018 and a copy of this Constitution is attached at Appendix 1 to this report

The proposed revised Constitution is shown at Appendix 2.

- 2.2 The current LTP Constitution requires that any proposed changes to the Constitution may only be made by a two-thirds majority of voting members attending an Annual General Meeting or an Extraordinary General Meeting called for the purpose.

The amended Constitution proposes that the requirement for an annual general meeting is removed and that a general meeting takes place every 3 years or that an extra-ordinary meeting is called in the event of any changes to the Constitution, or any other issues deemed to require a decision by LTP. Therefore, this revised Constitution if agreed will require an extra-ordinary general meeting to be arranged to formally adopt and sign the Constitution.

A wider body of tenants have had any opportunity to comment on the main changes through social media. There have been no comments from tenants .

- 2.3 Executive must approve any amendments to the Constitution.

3. Summary of the Main Proposed Changes to the LTP Constitution

- 3.1 LTP members will no longer represent specific areas or estates and will be expected to cover all council housing estates within the city. This is being changed to reflect the fact that LTP will be operating with a more strategic mindset and concentrating

on helping the council improve services, rather than focusing on single issues on the estates they live on.

New Constitution	Amended	Old Constitution	Current
2.2	Removes the requirement for seats be based on geographical areas	2.2	Seats are currently based on geographical areas

3.2 This will also mean that LTP members will cover all council housing areas in the city and be expected to attend events in all areas.

3.3 LTP members will no longer be elected onto the Panel but instead must pass a selection process, This will involve completing an application form and undergoing an informal interview. This will give LTP more control over who joins the Panel to ensure applicants have the basic capability and show commitment to carry out the role.

Whilst LTP currently have the provision for elections set out in their Constitution, this rarely happens.

When a vacancy arises on The Panel, all tenants are notified of this writing in the area where the vacancy occurs. All tenants in the area are given opportunity to apply to The Panel. In the event of there being two or more applications an election is held for the area seat.

Since 2016 only 3 elections have been held in areas where seats were contested.

There are currently 9 occupied seats on LTP and 9 unoccupied seats. There is one tenant waiting for a seat, but as the seat in the area he lives is occupied, this tenant cannot be given a seat. This could be considered as discriminatory and not inclusive as the Panel aims to be.

New Constitution	Amended	Old Constitution	Current
2.4	Sets out a selection process for LTP members to include an application and interview scored against a set criteria Maximum numbers of seats remains at 18	2.4	There are 18 seats geographical seats that can be applied for including one for a leaseholder

3.4 LTP members seats are not time limited, members will have a review after their first six months and LTP will have the ability to ask a member to stand down immediately if they have not passed the review.

New Constitution	Amended	Old Constitution	Current
2.7	Seats are not time limited, but members are subject to a review after 6 months	2.3	Seats are limited to a 4 year term

- 3.5 To become Chair or Vice-Chair LTP members will now have to apply for this position. All candidates will be subject to a selection process, with an independent person making a decision on the candidate who is most suited to the position.

The Chair and Vice-Chair will serve a three year term, which is an extension of the current one year term.

New Constitution	Amended	Old Constitution	Current
8.4	The Chair and Vice-Chair will be selected for a 3 year term	3.1	The Chair and Vice Chair are elected for a 12 month term
8.5	LTP members can either apply themselves or be nominated for the position(s). An independent person (or council official) will select the most appropriate candidate against a specified criteria.		

- 3.6 For LTP positions e.g., Housing Scrutiny Sub Committee and Association of Retained Council Housing (ARCH), LTP members will no longer be elected, but similar to the above, will have to go through a selection process. This will be conducted by the Chair and Vice-Chair and the Resident Involvement Team. Appointments will be made based on how well the candidate meets the role description for the positions.

New Constitution	Amended	Old Constitution	Current
6.3	LTP members can apply for the position of Housing Scrutiny Sub Committee, applicants will be judged for the suitability of the role against the role description for the position.	6.3	The positions on Housing Scrutiny Sub Committee are elected on an annual basis

LTP members will now be expected to attend 100 per cent of meetings, where as in the past the only requirement was for them not to miss three meetings in a row.

New Constitution	Amended	Old Constitution	Current
2.5	This refers to a document which is in development which sets out the role and responsibilities of LTP members which includes attendance requirements and exemptions, such as sickness, holidays. The aim is for a high level of attendance	3.9	LTP members who miss 3 or more meetings in a row are expected to give reasons and could be asked to stand down

- 3.7 The code of conduct has had a complete re-write and is now referred to in the Constitution as **Values and Behaviour Agreement**

New Constitution	Amended	Old Constitution	Current
10	A new set of values and behaviours have been agreed and are included as appendix to the proposed Constitution	9	This section about the code of conduct has been removed.

- 3.8 LTP meetings are now be held in a hybrid working system of virtual meetings and some face to face meetings. This was introduced due to Coronavirus epidemic and will be continued.

New Constitution	Amended	Old Constitution	Current
3.7	A mix of virtual meetings and face to face meetings will be included	3.8	Meetings usually take place at City Hall
3.7	A minimum of 3 meetings a year are proposed	3.5	Meetings take place every 4 weeks.

- 3.9 Expenses that LTP members can claim now include IT and internet expenses which are paid with vouchers to offset the costs.

New Constitution	Amended	Old Constitution	Current
3.8	Includes IT and Internet costs	3.10	This was not included in expenses that can be claimed

- 3.10 It is proposed that a three yearly General Meeting takes place as opposed to an Annual General Meeting with the option to call extra-ordinary meetings as and when required

New Constitution	Amended	Old Constitution	Current
6.1	Three yearly General meetings to take place as opposed to an Annual General Meeting with the option to call extra-ordinary meetings as and when required	6.1	States there will be an Annual General Meeting with the option to call extra-ordinary meetings as and when required. The requirement for an Annual General Meeting has been removed.

- 3.11

New Constitution	Amended	Old Constitution	Current
6.3	4 members of LTP including the Chair and Vice-Chair to sit on Housing Scrutiny Sub Committee in an advisory role for 3 years. LTP will need to apply and be assessed for these positions	6.3	Annually 4 members of LTP including the chair and vice chair to sit on Housing Scrutiny Sub Committee in an advisory role for one year

- 3.12 LTP have a place on the Association for Retained Council Housing (ARCH) tenants' board. This position is a two year term and members must reapply at the end of each two year period.

New Constitution	Amended	Old Constitution	Current
6.4	LTP have a place on the Association for Retained Council Housing (ARCH) tenants' board. This position is a two year term and members must reapply at the end of each two year period. LTP members will need to apply and be assessed for this position	NA	Not included

3.13

New Constitution	Amended	Old Constitution	Current
8.4	The Chair and Vice-Chair will serve a term of three years. They can hold these positions for a maximum of three terms	3.1	States a 12 month term for the chair and vice chair
8.7	Chair and Vice-Chair can attend meetings with senior council staff on behalf of the Panel but must keep the Panel informed of discussions.	NA	Not included

3.14 A new Values and Behaviour Agreement has been agreed with LTP to replace the existing code of conduct

LTP outlined a memorandum of understanding for consideration as part of their Constitution. Each point identified has been incorporated into the Constitution instead of becoming an appendix for ease of understanding. Some points were duplicated from the Constitution, and some were addition points

New Constitution	Amended	Old Constitution	Current
Section 11	New Officers and Councillors working together have been proposed	Section 10	Officers and Councillors section has been removed

3.15 The section on equality has been updated to take account and briefly explain the duties set out in the 'The Public Sector Equality Duty';

New Constitution	Amended	Old Constitution	Current
Section 16	New text inserted to update the Public Sector Equality Duty	Section 15	The section about discrimination has been removed

3.16 LTP are proposing to introduce a selection criteria for LTP members and no longer use a process of elections.

New Constitution	Amended	Old Constitution	Current
2.4	The proposed selection criteria is set out in this section	Section 18	The section about Election Procedures has been removed as it is proposed that LTP will need to meet a selection criteria

3.17 As LTP are no longer proposing to hold an Annual General Meeting, this section has been amended to reflect this.

New Constitution	Amended	Old Constitution	Current
17.1	It is proposed that amendments to the constitution are carried out at extra-ordinary meeting or the three yearly general meeting	17.1	This set out the requirement for an annual general meeting or extra -ordinary meeting to be held to make amendments to the constitution

3.18 The revised Constitution has been subject to scrutiny and amendments by the Council's Data Protection Officer

New Constitution	Amended	Old Constitution	Current
16.4	Updated wording	15.3	Out of date wording
Appendix 1 Confidentiality Agreement	Updated wording	Confidentiality Agreement	Out of date wording
Appendix 2 Designated Persons Panel	Updated wording	Appendix 2 Designated Persons Panel	Out of date wording
Appendix 3 Data Protection Principles	Updated wording	Appendix 3 Data Protection Principles	Out of date wording

It should be noted that some appendices included in the current signed Constitution have been removed from the revised Constitution as they are working / procedural documents.

These are:

- **Application / nomination form**
- **Expenses form**

- **Skills and knowledge matrix**

4. Strategic Priorities

4.1 Let's deliver quality housing

The revised code of conduct will mean that LTP are fully equipped to deal with any issues that arise and will allow LTP to keep carrying out their role representing council tenants.

5. Organisational Impacts

5.1 Finance (including whole life costs where applicable)

There are no financial consequences as a result of the report.

5.2 Legal Implications including Procurement Rules

There are no direct legal implications as a result of this report.

5.3 Equality, Diversity and Human Rights

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

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

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

5.4 Human Resources

There are no direct implications as a result of this report.

5.5 Land, Property and Accommodation

There are no direct implications as a result of this report.

5.6 Significant Community Impact

There is no significant community impact.

5.7 Corporate Health and Safety implications

There are no health and safety implications as a result of this report.

6. Risk Implications

6.1 (i) Options Explored

None.

6.2 (ii) Key Risks Associated with the Preferred Approach

Failure to properly implement the constitution would lead LTP unable to effectively carry out their role.

7. Recommendation

7.1 That Housing Scrutiny Sub Committee provides comments to be passed onto the Executive.

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? 3

List of Background Papers: None

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The Lincoln Tenants' Panel Constitution

Document Control

Organisation	City of Lincoln Council
Title	Lincoln Tenants' Panel Constitution
Date	21 March 2018
Approvals	Executive 26 February 2018 LTP AGM 21 March 2018
Version	V.6.0
Protective Marking	Not Protectively Marked

Amendment history

V. 2.01	Proposed amendments for Executive to consider by Director of Housing & Legal Services	11 November 2013
V. 2.02	Suggestions received from LTP to be considered by the Executive	25 November 2013
V. 3.0	Version approved by Executive	25 November 2013
V. 3.01	Proposed draft amendments including the Terms of Reference for the Designated Tenant Panel and Data Protection Principles	19 February 2014
V.4.0	Proposed amendments to rolling programme of elections and other minor changes.	25 March 2015

V.5.0	Clarification that the code of conduct can apply outside of meetings, clause for vice-chair to take over as chair until the next election, minor technical changes.	23 March 2016
V.6.0	Changes to the code of conduct and appeals procedure. Creation of a Next Gen seat on the panel, specific offence for breach of LTP comms protocol and other minor changes.	21 March 2018

1.0 Aims of the Lincoln Tenants' Panel

Primary responsibility for delivering the City of Lincoln Council's social housing objectives and responsibilities lies with the Council's Executive who govern local authority housing services. The Lincoln Tenants' Panel has been established by the City Council as an elected group to represent tenants across the city. In accordance with the principles of co-regulation set out in the Regulatory Framework for Social Housing in England, it aims to bring together tenants to act as a consultative panel to the City of Lincoln Council in the discharge of its housing landlord functions as a Registered Provider of Social Housing as follows:

- 1.1 LTP represents the interests of all council tenants and leaseholders in meetings with officers and members of the Council.
- 1.2 LTP acts as the lead consultative panel for the Council on matters relating to the Council's housing landlord functions and the management and maintenance of council housing to ensure that, through LTP, tenants are given a wide range of opportunities to:
 - Influence and be involved in the formulation of the Council's housing management policies and the housing business plan
 - Influence and be involved in the making of decisions about how housing related services are delivered, including the setting of service standards
 - Influence and be involved in the scrutiny of the performance of housing management services and the making of recommendations to the Council about how performance might be improved.
- 1.3 LTP will be consulted on an annual basis on the Housing Business Plan and associated housing capital and revenue budgets (the Housing Investment Programme and Housing Revenue Account) including proposed changes to such budgets and new initiatives.
- 1.4 LTP will be consulted on the Council's Tenant Involvement Strategy and on the formulation of any local service standards (or "local offers") to supplement the national housing standards set out in the Regulatory Framework.
- 1.5 LTP will monitor and scrutinise the service delivery and performance of the Council's housing landlord service in delivering services against the national housing standards and any agreed "local offers" and will make any recommendations for improvements to service delivery that it considers appropriate to the Council's Executive Committee or Director of Housing & Community Services at it considers appropriate.
- 1.6 LTP, have elected from amongst its members a Designated Tenants Panel to act as a "Designated Person" for the purposes of the Housing Ombudsman complaints scheme. Please see attached this Panel's Terms of Reference at Appendix 2.
- 1.7 LTP will receive copies of minutes and notes of all meetings of working groups and Tenant Forums for information and may consider any matters and recommendations referred to it from such groups.

1.8 LTP meetings will be open to other tenants and the public generally and all agendas and reports and papers submitted to LTP for consideration will be made available to the public on request and via the Council's website unless the matter under consideration contains personal or commercially sensitive information considered to be "exempt information" as defined by the Local Government Act 1972.

2.0 Membership of LTP

2.1 Membership of the panel is open to all council tenants and leaseholders of the City of Lincoln Council who meet the eligibility criteria set out below.

2.2 LTP will comprise of tenant & leaseholder representatives as follows:

- 17 members representing the various areas/estates in the city as follows:
 - Birchwood, Moorland, Ermine East, Ermine West and St Giles: **two members each**;
 - Bracebridge/Manse, Hartsholme, Stamp End, Tower, Newport/Burton Road, City Centre and West End: **one member each**;
- **One member** from each of the working groups;
- **One leaseholder**
- **One Next Gen Group** member (Younger Persons' Panel).

2.3 Members are elected for a maximum of four years but can stand for re-election to the panel at the end of this period. The four-year term will commence from the last AGM.

2.4 In the event of one of the 18 seats for estate or leaseholder representative becoming vacant either at the end of the current incumbent's term of office or as a result of a vacancy occurring as a result of the resignation of the current elected representative the procedure for filling the resulting vacancy shall be as follows:

- The vacancy will be advertised to tenants through communication channels and on the Council's website and nominations will be invited from persons who meet the eligibility criteria set out in paragraph 2.5. Such nominations must be supported by at least 2 other tenants/leaseholders and or a recognised tenants and residents association.
- Where more than one nomination is received the Resident Involvement Team will organise a postal ballot of tenants in the estate/area for the vacant seat concerned (or a postal ballot of leaseholders if the vacancy is for a leaseholder representative).
- Where only one nomination is received the tenant/leaseholder concerned will be declared as elected to LTP unopposed, providing they meet the eligibility criteria set out in paragraph 2.5.

In the event of one of the LTP representatives on the working group seats becoming vacant either at the end of the current incumbent's term of office or as a result of a vacancy occurring as a result of the resignation of the current working group representative the procedure for filling the resulting vacancy shall be as follows:

- The working group will be asked to nominate and elect a replacement representative to serve on LTP from amongst its members at its next scheduled meeting.

2.5 To be eligible to sit on the LTP, the following criteria must be met. Candidates must:

- be a secure tenant of the City of Lincoln Council (so your name must be on the tenancy as tenant or joint tenant) or a City Of Lincoln Council leaseholder.
- be over 18 years of age
- not be in breach of our conditions of tenancy for which Notice of Seeking Possession or court action is outstanding. If a member of LTP is served with such a notice or court action while serving on the LTP, they will no longer be entitled to sit on the LTP until the breach is put right in full, including costs
- not be employed by the City Of Lincoln Council.
- not be an Elected Member of the City Of Lincoln Council. Anyone standing for election in the City or County Council elections is not allowed to be involved in the LTP from the date the list of candidates is publicly announced until the election is over. This condition applies to LTP members and elected Members seeking re-election. The only exception to this rule will be that the Portfolio Holder for Housing may attend at the invitation of the LTP Chair.

2.7 Membership should be encouraged to be representative of the wider tenant body as a whole in terms of both geographical area and equality and diversity.

2.8 Members should abide by the LTP equality and diversity statement of intent.

2.9 If any dispute remains unresolved between either members of the panel or between officers and elected members of the council and members of the panel an external independent mediator will be appointed. The cost of this will be split between the Tenant Participation Budget and a council budget.

3.0 How the LTP operates

- 3.1 LTP will elect its own Chair and Vice-Chair from its tenant and leasehold members when a vacancy occurs. The Chair and Vice-Chair will hold these positions for a term of 12 months before having to stand for re-election. Positions for Housing Sub and Scrutiny Committee will be elected following the Annual General Meeting.
- 3.2 The Resident Involvement Team will prepare the agendas for meetings and take minutes, they will also send LTP members the agenda and any further information needed a minimum of five working days before the next LTP meeting. The Resident Involvement Team will also provide any other reasonable secretarial and administrative support. Information will be made available in other formats if requested.
- 3.3 It is the responsibility of LTP members to ensure that they are prepared for the meeting by reading all the relevant papers and bringing them to the meeting.
- 3.4 The LTP minutes will be sent to all appropriate officers for information and action and will be provided to the Housing Scrutiny Sub-Committee.
- 3.5 The LTP will meet at a minimum of four week intervals in line with the schedule of meetings of the Executive of the Council. Council officers who have prepared reports for Executive Committee on behalf of Housing Services should ensure that they are submitted to LTP in advance of the Executive Committee for consultation/comment by LTP. The final report to Executive Committee should state whether LTP members have been consulted, and record their views and comments to enable Executive Committee to take such comments into account in arriving at its decision.
- 3.6 The LTP will be consulted on matters agreed in the HRA Business Plan and Housing Revenue Account.
- 3.7 Special meetings of the LTP may be arranged to discuss specific issues.
- 3.8 Meetings of the LTP usually take place at City Hall, as this is a central location and has disabled access. However, from time to time this may vary.
- 3.9 A tenant representative who does not attend three consecutive LTP meetings will be asked to explain the reasons for their absence and, if no satisfactory explanation is provided, may be asked to stand down by a majority decision of the Panel. If the individual attends the meeting to give an explanation, he or she will be asked to leave the room whilst the issue is discussed by Panel members and that person will be invited to re-attend the meeting to hear the decision of the Panel.
- 3.10 Appropriate travel and childcare expenses are paid to tenant and leaseholder members attending LTP and committee meetings and training sessions. Claim forms are available.
- 3.11 Remote voting on decisions is not allowed, except for urgent decisions on expenditure under £300 and these must be carried out using the delegated budget authority.

4.0 Training protocol

- 4.1 When becoming a member of LTP tenants will be offered a training plan and all new members will be required to undertake induction training.
- 4.2 The abilities and skills required of LTP members are summarised in Appendix 1. Membership of LTP will enable tenant and leaseholder representatives to develop these skills and the Resident Involvement Team will develop an individual training programme for each LTP member on an annual basis to assist tenant representatives to acquire these skills where necessary. The individual training programme will be agreed with each individual tenant representative and the overall tenant development programme and training budget will be reported to LTP on an annual basis.
- 4.3 LTP members will be informed at the beginning of each financial year what financial resources are available for training purposes.
- 4.4 LTP will be kept informed of what external training events are available to them. Decisions on which events to access will be based on the resources available and whether the event meets their training needs.
- 4.5 All LTP members will have equal access to training opportunities and no tenant representative will be excluded from accessing training unless they are in breach of the Code of Conduct requirements in section 9.2
- 4.6 In order to make maximum use of resources, attendees at training events will be encouraged to use the most cost effective methods of transport available, including car sharing where appropriate.
- 4.7 LTP members will be required to feedback to the next LTP meeting on any training that they have attended. This is also a requirement under the code of conduct see section 9.
- 4.8 LTP members who are scheduled to attend any events should provide as much notice as possible if they are not able to attend.

5.0 Quorum

- 5.1 LTP meetings are only in quorum if 50% or more of occupied seats of the membership is in attendance.

6.0 Annual General Meeting

- 6.1 LTP will hold an Annual General Meeting no later than the 31 March of each year. The panel will agree a work plan for the following year. Not less than 21 days' notice will be given for this meeting. In addition elections for representation for Housing Scrutiny Sub-Committee will follow the AGM.
- 6.2 Members must be present at the AGM to be eligible to vote, proxy votes will not be accepted.

6.3 From its membership the LTP elects 4 members, which should include the Chair and Vice Chair, to sit on the Housing Scrutiny Sub-Committee in an advisory role and as agreed by the Council's Executive.

6.4 In the event of an LTP member being unable to attend Housing Scrutiny Sub-Committee a nominated substitute may attend in their place.

7.0 **LTP Meetings**

7.1 The Resident Involvement Team will prepare agendas for LTP meetings. The agenda will be based on the LTP work programme.

7.2 LTP members and officers should notify the Resident Involvement Team of specific agenda items 6 working days before the meeting.

7.3 Any Other Business should be relevant to the aims of LTP.

7.4 LTP agendas, reports and minutes which are in the public domain will be published the City Council's website. Agendas, reports and minutes which contain "exempt information" will be made available to members of LTP

7.5 Agenda items and reports that contain "exempt information" will be printed on green paper, and the Chair will put a resolution to the meeting to exclude the press and public prior to consideration of that item.

8.0 **Roles and Responsibilities of Chair and Vice Chair**

8.1 **Chair/Vice Chair**

8.1.1 The Chair should welcome members and others to the meeting.

8.1.2 The Chair will provide a brief report to LTP, bringing LTP up-to-date with LTP news, meetings and events since the previous meeting.

8.1.3 The Chair should ensure everyone has a fair opportunity to speak in debates at meetings and avoid getting into argument as their main task is to chair the meeting

8.1.4 Speakers should go through the Chair and keep to the subject being discussed.

8.1.5 If things are getting heated, a five-minute time out adjournment can be called for at the discretion of the Chair or Council officers.

8.1.6 The Vice Chair will deputise for the Chair when necessary. Members present can elect an acting chair in the absence of the Chair and Vice Chair.

8.1.7 The vice-chair will automatically assume the position of chair until the next elections, in the event that the chair steps down.

8.1.8 LTP members must have been on the panel for a continuous period of 12 months before being eligible to stand for Chair or Vice-Chair.

9.0 Code of Conduct

9.1 The Agenda

- 9.1.1 LTP members and officers will be able to add items no later than 6 working days before the meeting.
- 9.1.2 A quarterly budget summary will be provided by the Resident Involvement Team. The accounts should be signed off by the Chair or Vice-chair.

9.2 Behaviour of LTP Members

- 9.2.1 LTP members will observe and stick to the agenda and its timings (guided by the Chair). They should follow the guidance of the Chair in the conduct of the meeting.
- 9.2.2 The physical layout of meetings should benefit all members.
- 9.2.3 LTP members should follow the agenda and not introduce items during the meeting. Meetings should start at the stated time.
- 9.2.4 Late arrivals should enter the meeting quietly and not disrupt the meeting with apologies until an appropriate moment in time is available.
- 9.2.5 LTP members should not use offensive or discriminatory language or remarks.
- 9.2.6 If people want to speak during the meeting they should first indicate to the Chair by the show of hands.
- 9.2.7 Everyone should speak one at a time, avoiding cross talking, and allow others to finish what they are saying.
- 9.2.8 LTP members should be courteous to each other both in meetings and outside of them and work together to seek the best possible solution to problems being discussed.
- 9.2.9 LTP members should bear in mind the rights of individual residents and the duties of staff when proposing solutions to problems.
- 9.2.10 Mobile telephones should be switched off or put on to silent mode during meetings. Emergency calls should be taken outside the meeting.
- 9.2.11 Wherever possible jargon should be avoided and if used a full explanation should be given.
- 9.2.12 LTP members are acting on behalf of all tenants and leaseholders, so no personal issues should be raised during meetings. Any personal issues should be dealt with via the normal procedures and not during meetings.
- 9.2.13 Identity badges should be worn when on LTP business.

- 9.2.14 LTP members should not disclose to another person any information, which is marked as confidential or verbally stated to be confidential at a meeting. All LTP members will be required to sign and abide by the attached Confidentiality Agreement.
- 9.2.15 LTP members should not approach the press as a LTP representative, the Chair and Vice-Chair are the only members who may approach the press as LTP representatives. If the Chair or Vice Chair are concerned as to whether to respond to the press or not they ought to contact the Communication Office at City Hall or the Resident Involvement Team for advice before proceeding.
- 9.2.16 Any correspondence sent on behalf of LTP should be shared with all LTP members.
- 9.2.17 LTP members who make referrals will ensure these are related to housing or the neighbourhood they represent, and that wherever possible, they have been reported via the normal channels before being referred (e.g. reporting repairs to Customer Services).
- 9.2.18 When representing LTP at other meetings, members should also observe the rules laid down by the constitution.
- 9.2.19 LTP members should follow the LTP communications protocol when contacting the council about LTP matters. LTP members who don't follow the protocol could be subject to disciplinary action.
- 9.2.20 All LTP members will be asked to sign to say they abide by the LTP constitution when joining the panel.
- 9.2.21 If a problem arises with other LTP members, the member shall notify the Chair or Vice-Chair in writing.
- 9.2.22 Any enquiries about the service to be reported to the Resident Involvement Team, the Chair, or Vice-Chair to take the appropriate action.
- 9.2.23 All apologies for meetings/training/conferences should go through the Chair or Vice-Chair.
- 9.2.24 Members attending training/meetings will feedback a report to LTP, which could be a verbal report.
- 9.2.25 LTP members must not bring the Panel or the Council into disrepute, which could include discussing LTP business outside meetings and in public.
- 9.9.26 If an LTP member does not abide by the above code of conduct, they will be given a verbal warning by the Chair. If they do not abide by the code of conduct again they will be given a written warning by the Chair. If this happens a third time, then a report will be prepared by the Chair and will be presented to a subsequent formal meeting. The individual may be suspended or dismissed from the panel by the LTP members at the formal meeting subject to a majority vote to that effect. The chair can take advice from officers where needed.

If the LTP member commits a serious breach of the code of conduct, they can be dismissed without first receiving a verbal or written warning. Serious breaches will be defined as an action that amounts to gross misconduct under the City of Lincoln Council's disciplinary policy. Relevant officers should be consulted about what classes as gross misconduct.

The chair and vice-chair will decide when a breach has occurred and if it warrants a warning or is serious enough to result in suspension with immediate effect pending the decision by the panel. The Portfolio Holder and the City Solicitor (or suitable deputies) should be consulted before a decision is made. A record of this consultation and any recommendations should be kept. A report will be prepared by the Chair, with support of the Resident Involvement Manager, and the individual LTP member should then be notified of the suspension and issued with the report as to action to be considered at the next formal meeting.

Any verbal or written warnings issued will be kept on file for a period of 12 months from issue. After this period the verbal or written warnings will be removed and the record erased.

If the Chair or Vice-Chair do not abide by the code of conduct the Director of Housing (or suitable deputy) will lead proceedings.

- 9.9.27 Any LTP member who is deemed not to have complied with the Code of Conduct will have the right to appeal and will be treated in an open and fair manner. Any appeals must be submitted within seven calendar days, this period will start from the date the LTP member receives formal notification they have breached the code of conduct.

The appeal will be sent to a relevant and independent outside body who will review the decision made by LTP and will provide conclusions relating whether to:

- Uphold the decision made by LTP
- Recommend an alternative course of action (e.g. reduce the punishment)
- Overturn the decision made by LTP

The advice provided by the outside body will be taken into consideration by LTP, there will be no further scope for either LTP or the LTP member who made the appeal to ask for further reviews or appeals. Any charge made by the outside body will be met from the LTP budget.

The procedure for administering any appeals received will be as follows:

- LTP member must make a written appeal to the outside body (detailed in the formal LTP decision letter)
- This should be submitted to the single point of contact (SPOC) as per the LTP communications protocol
- The SPOC will then submit the following documents to the outside body:
 - Copy of the appeal submitted
 - Evidence provided by LTP to show the code of conduct has been breached
 - Documents to show how LTP reached their decision that the code of conduct had been broken.
- The outside body will consider all documents and report back with their

advice to the council

- The Director of Housing and Regeneration (or suitable deputy) will then prepare a report in consultation with Legal Services and Human Resources (if appropriate) and will detail the outcome of the appeal
- The Report will then be submitted to LTP
- LTP member who has appealed to be notified of the outcome.

10.0 **Officers and Councillors**

10.1 If an officer or councillor wishes to speak at a LTP meeting they will need to make a request to the Chair and/or the Resident Involvement Team, indicating what they wish to discuss and how long they wish to speak so it can be planned into the agenda.

10.2 Meetings of LTP, once called to order by the Chair at the appointed time, will be conducted in public in the presence of elected members, officers and any other tenants, members of the public or media that may be present unless the item(s) under discussion contain "exempt information" in which case the public and media may be requested to leave. LTP members will be provided with facilities to meet in private for up to 1 hour prior to the published scheduled meetings of LTP for the purposes of formulating and agreeing the line of questioning and detailed scrutiny questions to be put to officers and elected members in the formal LTP meeting. Similarly any request supported by the majority of LTP members and made through the Chair for facility to meet in private at another time of their choosing for the purposes of formulating and agreeing the line of questioning and detailed questions to be put to officers and members in the formal LTP meeting will be agreed.

10.3 Officers and councillors will respect all the ground rules of the meetings.

10.4 Officers and councillors will respect that LTP members are volunteers and are not a political organisation. Individual or political lobbying will not be allowed in LTP meetings.

10.5 When officers receive requests for information and referrals from LTP they will acknowledge these if they cannot give a reply within 10 days and give some indication of timings for a full reply and/or action in accordance with an agreed Communication Protocol.

10.6 Officers and Councillors are not able to vote.

10.7 LTP members can request officers and councillors to leave the room during the meeting.

11.0 **Minutes**

11.1 Draft minutes will be agreed firstly with any speakers who were at the meeting, followed by the Chair

11.2 Minutes will be sent out to LTP members no later than 5 working days before the next meeting and will be submitted to the next meeting of LTP for approval.

12.0 Decision Making

12.1 Decisions will be voted on by a show of hands or by secret ballot if requested by a LTP member and a majority of LTP members in attendance at the meeting are in favour of a secret ballot. In order for a decision to be passed it will require a majority vote of the LTP members at the meeting.

12.2 The Chair will have the second and casting vote.

13.0 Confidentiality

13.1 The LTP may deal with “exempt information” including personal and commercially sensitive information, so discretion and care must be exercised during and after meetings. Any information about the personal circumstances of anyone must be treated in confidence and not be disclosed to anyone not on the panel. LTP members should refrain from mentioning specific individual cases that may cause embarrassment or identification of an individual.

13.2 LTP members will also be asked to sign a confidentiality agreement when they join.

13.3 Each LTP member shall not disclose any confidential information belonging to the council or any third party which it shall have obtained as a consequence of carrying out duties under this constitution unless the expressed written permission has been obtained by the third party or the council.

13.4 Each LTP member shall ensure they comply with the Data Protection Act 1998. Attached at Appendix 3 are the Data Protection Principles showing the framework of requirements under the Act.

14.0 Personal interest

14.1 Members on the panel must not expect favourable treatment by housing staff or the panel itself, nor should they be treated any less favourably; for example in the completion of a repair or the allocation of a property.

14.2 Members must use the normal procedures for reporting repairs and other enquiries relating to their own tenancy or on behalf of other tenancies.

14.3 Members must notify the panel if they have any personal interest, financial or otherwise, in any matters it considers. Individual members may need to abstain from discussions and decisions on a particular item.

15.0 Discrimination

15.1 No member may be excluded or discriminated against for any reason by any other panel member.

15.2 Discriminatory language must not be used in meetings.

15.3 All those who attend meetings have the right to be treated with dignity and

respect, regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion, or any other matter which causes people to be treated with injustice.

16.0 Election procedures

- 16.1 LTP members will be elected for a period of 4 years in accordance with the arrangements set out in paragraph 2.4 of the constitution.
- 16.2 Tenants eligible to stand for election to LTP must be nominated and seconded by at least two other tenants / leaseholders.
- 16.3 Invitations for the available LTP seats will be extended to all tenants living within the area covered by the vacant seat(s).
- 16.4 One seat on LTP will be reserved for a leaseholder representative and a member of Next Gen.
- 16.5 Members of the Resident Involvement Team will facilitate this process and provide all necessary support for LTP members.
- 16.6 The Resident Involvement Team will ensure that there is an impartial observer to oversee the election process at the LTP Annual General Meeting.
- 16.7 Elections for LTP members and LTP committee positions are conducted on a majority basis and in the event of a tie the successful candidate will be selected by the drawing of lots by a council officer who is not part of the resident involvement team.

17.0 Amendments to the Constitution

- 17.1 Changes to the constitution may be made only by a two-thirds majority of the voting members attending an Annual General Meeting or an Extraordinary General Meeting called for this purpose. Any amendments proposed by the LTP are to be referred to the Executive for consideration and approval.
- 17.2 Notice of the Annual General Meeting and any Extraordinary General Meeting and the purpose for which it was called shall be given to all members of the Panel not less than 21 days before the meeting.
- 17.3 The chair and vice-chair have authority to sign an amended constitution on behalf of the rest of the LTP members.

18.0 Dissolution of LTP

- 18.1 LTP may only be dissolved at an Annual General Meeting or an Extraordinary General Meeting called for this purpose. The dissolution of LTP will require a two-thirds majority voting at this meeting.
- 18.2 In the event of the dissolution of LTP any outstanding funds will be returned to the City Of Lincoln Council. Any assets (financial or otherwise) acquired independently

of the Council will be disposed of in accordance with the aims of LTP by donating these to an organisation with similar objectives.

19.0 Resignations

- 19.1 All resignations should be made in writing to the Resident Involvement Team. Where a LTP member verbally indicates they wish to resign this should be confirmed in writing within two working days.
- 19.2 If confirmation of the resignation is not received in writing within 7 working days the Resident Involvement Team will contact the person who has verbally resigned to seek clarification.
- 19.3 LTP members can withdraw their resignation in writing within seven calendar days of submission.
- 19.4 If a written resignation is not received within 21 calendar days of the LTP member verbally stating they wish to resign the resignation will be automatically confirmed.


20.0 Signatories to the Constitution

On behalf of the Lincoln Tenants' Panel


.....

Chair of the Lincoln Tenants' Panel

Date 21-3-18


.....

Vice-chair of the Lincoln Tenants' Panel

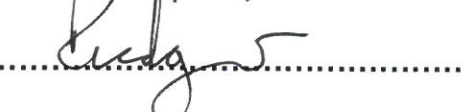
Date 21-3-18

On behalf of the City of Lincoln Council


.....

Portfolio Holder for Housing

Date 21/3/18


.....

Strategic Director of Housing & Regeneration

Date 21-3-18

Lincoln Tenants' Panel Nomination/Application form

YOUR NOMINATION

IMPORTANT Nomination Forms must be completed and returned to the Housing Department. Your form will not be valid unless the information given is correct.

Your name (in full):

Address:

.....

Daytime telephone number:

Name & address of nominees. (Your nomination must be supported by at least 2 City of Lincoln tenants/leaseholders or a recognised tenants & residents association)

.....

.....

PLEASE TICK WHERE APPROPRIATE:

- 1. I am a City of Lincoln tenant **OR** leaseholder
- 2. I am over 18 years of age
- 3. I have held a tenancy with the City Council for at least 1 year
- 4. I am not employed by the City Council or by a prospective housing management contractor

I certify that the above information is correct and that I consent to my nomination.

Signature

Date

Please send your completed nomination form to the:

Resident Involvement Team
Tenancy Services
City Hall
Beaumont Fee
Lincoln
LN1 1DE

Lincoln Tenants' Panel (LTP) **Confidentiality Agreement**

From time to time, members of LTP may deal with difficult and sensitive issues. Discretion and care must be exercised during and after meetings. Information about the individual circumstances of anyone, including LTP members, must be treated in confidence and not be discussed outside of the meeting. Individual cases will not be discussed.

As a member of the Lincoln Tenants' Panel of City Of Lincoln Council, I agree that I will not, without the written consent of City Of Lincoln Council, disclose to any other person or organisation, a copy of any document, or any information contained in such a document, that I have received during my work for the Lincoln Tenants' Panel. I shall use such information only for the purposes of fulfilling my responsibility as a member of Lincoln Tenants' Panel.

I will not use any information gained during my work for Lincoln Tenants' Panel for individual, personal or financial gain.

I understand that any breach of this rule will result in exclusion from LTP.

Signed

Name -----

Address -----

Estate/Area represented -----

Working group represented -----

Accepted By (Officer) -----

LINCOLN TENANTS' PANEL

Expenses Claim

Name and Address:.....
.....
.....

Date	Receipt Number	Purpose of Claim (if travelling expense, please include method of transport)	Total Mileage or Fare	Amount Claimed (£)
			Total	

I Certify that the above is a true record

Signature

Date

You must attach receipts for all claims. Please return this to the Resident Involvement Team, Directorate of Housing and Community Services, City Hall, Beaumont Fee, Lincoln LN1 1DE.

Appendix 1

Lincoln Tenants' Panel's Training Protocol Skills & Knowledge Matrix

	Abilities and skills	What does this include?	Essential or desirable
1.	To be able to work as a team member.	<ul style="list-style-type: none"> Develop and maintain constructive working relationships with all colleagues, including other tenant representatives, officers and elected members 	Essential
2.	To be able to plan and review activities, and assess options.	<ul style="list-style-type: none"> Critically assess information. Agree work objectives. Plan activities. Contribute to decision making. Monitor and review progress. 	Essential
3.	To be able to be an effective committee member.	<ul style="list-style-type: none"> Time and commitment to attend meetings. Commitment to read papers in advance and evaluate information provided with ability to provide constructive challenge and comment. Make effective contributions to the decision process. Able to articulate views clearly. 	Essential
4.	Understanding of and commitment to supporting equality and diversity	<ul style="list-style-type: none"> Understand and embrace the principles equality and diversity Support for maintaining and developing a diverse panel that adequately reflects the needs of the community. 	Essential
5.	To be able to contribute effectively to consultation processes.	<ul style="list-style-type: none"> Identify people and groups who need to be consulted. Identify appropriate methods of consultation. Ensure consultation is organised effectively. Evaluate and review outcomes. 	Essential

		<ul style="list-style-type: none"> • Suggest improvements. 	
6.	Willingness to take up relevant training and development opportunities.	<ul style="list-style-type: none"> • Identify own training needs. • Attend training when required. 	Essential
7.	To be able to present information clearly	<ul style="list-style-type: none"> • Organising and presenting written information. • Presenting verbal information clearly. 	Desirable
8.	To be able to understand the framework of resident involvement structure	<ul style="list-style-type: none"> • Operate within the standing orders and the constitution. • Raise matters in an appropriate manner, in line with the code of conduct. 	Essential
9.	To be able to contribute to marketing and communication strategies aligned with the corporate plan.	<ul style="list-style-type: none"> • Identify marketing opportunities and take part in marketing activities. 	Desirable
10.	Financial awareness	Evaluate and review basic financial information.	Desirable
11.	Ability to influence and monitor housing services.	<ul style="list-style-type: none"> • Interpret performance data. • Review performance and suggest additional improvements. 	Desirable
12.	To be able to establish and maintain working relationships with other organisations.	<ul style="list-style-type: none"> • Ability to build effective community relations. • Develop working relationships with officers and elected members • Working collaboratively with partner agencies, local authorities and other housing associations. • Ability and willingness to engage in public relations opportunities. 	Desirable

Appendix 2



DESIGNATED TENANT PANEL

TERMS OF REFERENCE FOR THE LINCOLN TENANTS' PANEL ACTING AS A 'DESIGNATED PERSON' FOR THE PURPOSE OF LANDLORD SERVICES COMPLAINTS

Statement of Intent

The purpose of the Lincoln Designated Tenant Panel (the Panel) is to enable the Panel to play a role in helping to resolve complaints received from tenants of the City of Lincoln Council (the Landlord) locally, potentially using powers to refer complaints to the Housing Ombudsman Service where local resolution is not possible.

1 Aims, objectives and intended outcomes

1.1 The Panel's aims and objectives are:

- to use local knowledge and relationships to work with tenants¹ and the Landlord to find local solutions to complaints and problems raised by tenants
- to constructively challenge the Landlord and tenants so that they can sort things out for themselves wherever possible

¹ These terms of reference refers throughout to tenants as a collective term that applies to all persons who receive services from the Landlord, including tenants, leaseholders, shared homeowners and other services. The term could also apply to other members of the public who could potentially receive services or who are affected by services provided by the Landlord.

- to be part of a local democratic framework providing support to tenants

1.2 The intended outcomes of the work of the Panel include the following:

- tenants complaints, problems and issues will be resolved more effectively, quickly and locally, wherever possible without the need to involve the Housing Ombudsman Service (the Ombudsman), to the satisfaction of tenants and the Landlord
- greater local knowledge of tenant concerns and issues will help tenants to participate in improving services
- positive and empowering relationships will be developed between tenants and the Landlord that will help to raise the ability of tenants to shape their housing service
- positive relationships will develop between the Panel and other designated persons.

1.3 To achieve these aims, objectives and outcomes, the Panel will work in partnership with the Landlord. The Panel will also seek constructive relationships with local Councillors and MPs.

2 Remit and powers

2.1 The Panel has been recognised by the Landlord to act as a Designated Tenant Panel for purposes of referring complaints to the Ombudsman. The Panel's recognition was discussed and agreed with the Landlord's tenants. The Panel is listed on the Ombudsman's Register of Tenant Panels.

2.2 The Panel's formal legal power is to refer complaints to the Ombudsman, which it will do in the following circumstances:

- the Panel considers that a complaint cannot be resolved locally and the Panel considers that there is merit in referring the complaint to the Ombudsman
- the complaint falls within the Ombudsman's remit
- the Landlord's complaints procedure has been exhausted
- the complainant wishes the complaint to be referred to the Ombudsman

- 2.3 The Panel will make recommendations and suggestions to the Landlord regarding changes to the Landlord's service that may prevent complaints arising, and regarding how complaints are dealt with by the Landlord.
- 2.4 The Panel will negotiate with the Landlord regarding how it may be involved in complaints handling at earlier stages of complaints, although the Panel does not adopt its formal "designated" status until a complaint has exhausted the Landlord's complaints procedure. This links with paragraph 6 below.
- 2.5 The Panel will be publicised and accessible to all tenants of the Landlord. The Panel will respond to all enquiries from tenants with a view to resolving problems and issues at the earliest possible occasion working in partnership with the Landlord.

3 Delegated authority

- 3.1 For avoidance of doubt, the Panel will have no delegated authority and no decision-making powers in relation to the Landlord. The Panel will enable discussion between it and Landlord staff regarding complaints issues, who may have delegated authority to implement changes, or who will refer decision making matters to the level within the Landlord where delegated authority rests.
- 3.2 Staff members will be responsible for Landlord liaison with the Panel and for referring specific complaints matters as appropriate. They will also ensure that strategic matters raised by the Panel are referred appropriately within the Landlord.

4 Membership and remit of the Panel

- 4.1 The Panel are bound by their Constitution which outlines all roles and responsibilities.

5 Data Protection

- 5.1 The Panel are required under the Data Protection Act 1998 to follow the principles set out below:-
 - a) Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless certain circumstances apply

- b) Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- c) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- d) Personal data shall be accurate and, where necessary, kept up to date.
- e) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- f) Personal data shall be processed in accordance with the rights of data subjects under this Act.
- g) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- h) Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

5.2 Personal data includes the names, addresses, dates of birth, family or medical history of individuals.

5.3 An individual will be required to sign an authority that they authorise the Landlord to release personal information them to the Designated Person.

5.4 City of Lincoln officers can further give advice regarding this.

6 Conflict of Interest

6.1 If the individual bringing the complaint to the Panel is known to a member of the Panel, that member should abstain from discussions and decisions on that particular item. An individual is known to a member if they have a personal association with them which a reasonable person would deem to prejudice the fair resolution or outcome of the complaint. This would include any involvement in an individual's formal complaints procedure.

6.2 Alternatively if the member has any financial interest in the individual or their business, then they should abstain from taking part in the discussions and decisions on that item

6.3 Members must notify the lead member of the Designated Tenant Panel as soon as possible if they have any personal interest, financial or otherwise in any matter considered.

Appendix 3



DATA PROTECTION ACT

PRINCIPLES

1. **Personal data shall be processed fairly and lawfully** and, in particular, shall not be processed unless –
 - (a) at least one of the conditions in Schedule 2 is met, and
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.

2. **Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.**

3. **Personal data shall be adequate, relevant and not excessive** in relation to the purpose or purposes for which they are processed.

4. **Personal data shall be accurate and, where necessary, kept up to date.**

5. **Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.**

6. **Personal data shall be processed in accordance with the rights of data subjects under this Act.**

7. **Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.**

8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

(Further information is available from Legal Services or <http://www.ico.org.uk/>)

Appendix 2

The Lincoln Tenants' Panel Constitution

1.0	Aims of the Lincoln Tenants' Panel (LTP)
1.1	Primary responsibility for delivering the City of Lincoln Council's social housing objectives and responsibilities lies with the Council's Executive who govern local authority housing services. The Lincoln Tenants' Panel has been established by the City Council as an elected group to represent tenants across the city. In accordance with the principles of co-regulation set out in the Regulatory Framework for Social Housing in England, it aims to bring together tenants to act as a consultative panel to the City of Lincoln Council in the discharge of its housing landlord functions as a Registered Provider of Social Housing as follows:
1.2	LTP represents the interests of all council tenants and leaseholders in meetings with officers and members of the Council.
1.3	<p>LTP acts as the lead consultative panel for the Council on matters relating to the Council's housing landlord functions and the management and maintenance of council housing to ensure that, through LTP, tenants are given a wide range of opportunities to:</p> <ul style="list-style-type: none"> • Influence and be involved in the formulation of the Council's housing management policies and the housing business plan • Influence and be involved in the making of decisions about how housing related services are delivered, including the setting of service standards • Influence and be involved in the scrutiny of the performance of housing management services and the making of recommendations to the Council about how performance might be improved.
1.4	<p>LTP will be consulted on the Housing Business Plan and associated housing capital and revenue budgets (the Housing Investment Programme and Housing Revenue Account) including proposed changes to such budgets and new initiatives.</p> <p>LTP and the council will work in partnership to improve services for tenants and fulfil their role as set out in this constitution</p>
1.5	LTP will be consulted on the Council's Tenant Involvement Strategy and on the formulation of any local service standards (or "local offers") to supplement the national housing standards set out in the Regulatory Framework.
1.6	LTP will monitor and scrutinise the service delivery and performance of the Council's housing landlord service in delivering services against the national housing standards and any agreed "local offers" and will make any recommendations for improvements to service delivery that it considers appropriate to Housing Scrutiny Sub Committee or Director of Housing & Investment at it considers appropriate.
1.7	LTP will agree a work programme that focuses on a number of key areas with the

	<p>Director of Housing and Investment or relevant Assistant Directors. The council will provide a reasonable level of support to allow LTP to complete the work programme. In line with the agreed work programme COLC will involve LTP in changes to policies and services and keep LTP updated of progress made.</p> <p>The council can refuse to support items not on the agreed work programme, where it is judged this would have an impact on staff resource and time.</p>
1.8	<p>LTP will put forward all recommendations for service changes to the DHI and the relevant assistant director for a decision. These recommendations should follow work being carried out from the agreed LTP work programme. A full response from the Assistant Director will be given to LTP, this will state if recommendations have been accepted or otherwise, where they haven't been accepted a reason will be given.</p>
1.9	<p>LTP will provide constructive feedback to the council, that can be used to help improve services. LTP will only raise concerns where there is sufficient evidence and a systematic failing can be shown.</p> <p>LTPs remit can also cover other council functions that affect residents at a community level, e.g., refuse collection, parks and green space. Any work under this remit must be agreed by the council and not affect LTP's primary responsibilities to deliver its main role around HRA issues.</p>
1.10	<p>LTP select from amongst its members a Designated Tenants Panel to act as a "Designated Person" for the purposes of the Housing Ombudsman complaints scheme. This Panel's Terms of Reference were agreed by the Council's Executive Committee on and are shown in Appendix 3.</p>
1.11	<p>LTP will receive copies of minutes and notes of all meetings of working groups and Tenant Forums for information and may consider any matters and recommendations referred to it from such groups.</p>
1.12	<p>LTP meetings will be open to other tenants and the public generally and all agendas and reports and papers submitted to LTP for consideration will be made available to the public on request and via the Council's website unless the matter under consideration contains personal or commercially sensitive information considered to be "exempt information" as defined by the Local Government Act 1972.</p> <p>LTP will not deal with individual residents' enquires but can ask residents to send enquires to LTP@lincoln.gov.uk</p>
1.13	<p>The Council will Support LTP activities by providing resources to allow the panel to operate, send officers to meetings and providing information for all agreed projects that are listed on the agreed work plan. However, the council can refuse to provide information if there is a legal basis for doing so, this will be where the information would be considered 'Part B' under the council's committee system</p>
1.14	<p>The council will support the LTP in provision meetings in line with the agreed LTP work programme, with a degree of reasonable flexibility to deal with any emerging</p>

	issues throughout the year. LTP can submit an updated work programme
1.15	Involve LTP at a strategic level in developing the HRA business plan, this should be in line with spirit of the new and existing legislation and guidance.
1.16	In line with the agreed work programme COCL will involve LTP up to date on planned significant service and policy changes
1.17	The Council will allow LTP to meet with senior housing staff and members (Director of Housing, Assistant Directors and Housing Portfolio Holder) to discuss LTP matters and any concerns LTP might have with the housing service.
1.18	The council will set out full timescales of when LTP's recommendations for service changes will be implemented
2.0	Membership of LTP
2.1	<p>There are 18 seats on LTP</p> <p>Membership of the panel is open to all council tenants and leaseholders of the City of Lincoln Council who meet the eligibility criteria set out below.</p> <p>To be eligible to sit on the LTP, the following criteria must be met. Candidates must:</p> <ul style="list-style-type: none"> • be a secure tenant of the City of Lincoln Council (so your name must be on the tenancy as tenant or joint tenant) or a City Of Lincoln Council leaseholder. • be over 18 years of age • not be in breach of our conditions of tenancy for which Notice of Seeking Possession or court action is outstanding. If a member of LTP is served with such a notice or court action while serving on the LTP, they will no longer be entitled to sit on the LTP until the breach is put right in full, including costs • not be employed by the City Of Lincoln Council. • not be an Elected Member of the City Of Lincoln Council. Anyone standing for election in the City or County Council elections is not allowed to be a member of the LTP from the date the list of candidates is publicly announced until the election is over. This condition applies to LTP members and elected Members seeking re-election. Please note that members, in particular the Portfolio Holder for Housing, may attend at the invitation of the LTP Chair.
2.2	Membership should be encouraged to be representative of the wider tenant body as a whole in terms of both geographical area and equality and diversity.
2.3	If any dispute remains unresolved between either members of the panel or between officers and elected members of the council and members of the panel an external independent mediator will be appointed. The cost of this will be split between the Tenant Involvement Budget and a council budget.
2.4	LTP members must pass a selection process to join the panel. This will consist of

	<p>completing an application form and attending an informal interview. Potential members must either demonstrate the potential to meet the skills and experience criteria or demonstrate their ability and willingness to gain these skills. This will be assessed through their application form and the informal interview. At the interview responses will be scored against the skills criteria.</p> <p>The maximum number of seats available is 18.</p>
2.5	The LTP member role description is a separate document to the constitution which is available on request from the resident involvement team.
2.6	The application and selection process will be co-ordinated by the resident involvement team.
2.7	<p>Successful candidates will be offered a position on LTP. This position is not time limited, however new LTP members will have their positions reviewed after the first six months. This will be carried out by the resident involvement team in conjunction with the Chair/Vice-Chair. New LTP members must meet their agreed attendance requirements, show a basic capability for the role and not be subject to any verbal warnings. Where an LTP member fails to meet this criterion, they can be asked to stand down immediately.</p> <p>Procedures and guidance for the review will be set out for transparency to new members .</p>
3.0	How the LTP operates
3.1	The Resident Involvement Team will prepare the agendas for meetings and take minutes, they will also send LTP members the agenda and any further information needed a minimum of five working days before the next LTP meeting. The Resident Involvement Team will also provide any other reasonable secretarial and administrative support. Information will be made available in other formats if requested.
3.2	It is the responsibility of LTP members to ensure that they are prepared for the meeting by reading all the relevant papers and bringing them to the meeting.
3.3	The LTP minutes will be sent to all appropriate officers for information and action and will be provided to the Housing Scrutiny Sub-Committee.
3.4	Council officers who have prepared reports for Executive Committee on behalf of Housing Services should ensure that they are submitted to LTP in advance of the Executive Committee for consultation/comment by LTP. The final report to Executive Committee should state whether LTP members have been consulted and record their views and comments to enable Executive Committee to take such comments into account in arriving at its decision.
3.5	The LTP will be consulted on matters which are included in the HRA Business Plan and Housing Revenue Account.
3.6	Special meetings of the LTP may be arranged to discuss specific issues.

3.7	The majority of LTP meetings will be held virtually but there will be face to face meetings. There must be a minimum of three evening meetings a year.
3.8	Appropriate travel, internet, IT/computer and childcare expenses are paid to tenant and leaseholder members attending LTP and committee meetings and training sessions. Claim forms are available on request from the resident involvement team.
3.9	Remote voting on decisions is not allowed, except for urgent decisions on expenditure under £300 and these must be carried out using the budget available to LTP.
4.0	Training protocol
4.1	When becoming a member of LTP tenants will be offered a training plan and all new members will be required to undertake induction training.
4.2	Membership of LTP will enable tenant and leaseholder representatives to develop these skills and the Resident Involvement Team will develop an individual training programme for each LTP member on an annual basis to assist tenant representatives to acquire these skills where necessary. The individual training programme will be agreed with each individual tenant representative and the overall tenant development programme and training budget will be reported to LTP on an annual basis.
4.3	LTP members will be informed at the beginning of each financial year what financial resources are available for training purposes.
4.4	LTP will be kept informed of what external training events are available to them. Decisions on which events to access will be based on the resources available and whether the event meets their training needs.
4.5	All LTP members will have equal access to training opportunities and no tenant representative will be excluded from accessing training unless they are in breach of the Code of Conduct requirements
4.6	In order to make maximum use of resources, attendees at training events will be encouraged to use the most cost-effective methods of transport available, including car sharing where appropriate.
4.7	LTP members will be required to feedback to the next LTP meeting on any training that they have attended.
4.8	LTP members who are scheduled to attend any events should provide as much notice as possible if they are not able to attend.
5.0	Quorum
5.1	LTP meetings are only in quorum if 50% or more of occupied seats of the membership is in attendance.
6.0	Three Yearly General Meeting and Extra-ordinary Meetings

6.1	LTP will hold a General Meeting every three years and Extra-ordinary meetings as required. Not less than 21 days notice will be given for the above meetings.
6.2	Members must be present at the general meeting to be eligible to vote, proxy votes will not be accepted.
6.3	LTP has four seats on the council's Housing Scrutiny Sub Committee and one LTP member as a substitute. When a position is available, LTP members can apply for the position of Housing Scrutiny Sub Committee, applicants will be considered for the suitability of the role against the role description for the position. This will be undertaken by the resident involvement team and the chair and vice-chair. The role description for this is available through the Resident Involvement Team. Changes to the role description must be agreed by the Resident Involvement Manager or suitable representative. Positions will be held for a term of three years, after that point they can reapply for a further three years, following the application process.
6.4	LTP have a place on the Association for Retained Council Housing (ARCH) tenants' board. This position is a two year term and members must reapply at the end of each two year period. When a position is available, LTP members can apply for the position, applicants will be judged for the suitability of the role against the role description for the position. This will be undertaken by the Resident Involvement Team and the chair and vice-chair. The role description is available through the Resident Involvement Team. Changes to the role description must be agreed by with the Resident Involvement Manager or suitable representative. Positions will be held for a term of three years,
7.0	LTP Meetings
7.1	The Resident Involvement Team will prepare agendas for LTP meetings. The agenda will be based on the LTP work programme.
7.2	LTP members and officers should notify the Resident Involvement Team of specific agenda items 6 working days before the meeting.
7.3	Any Other Business should be relevant to the aims of LTP.
7.4	LTP agendas, reports and minutes which are in the public domain will be published the City Council's website. Agendas, reports and minutes which contain "exempt information" will be made available to members of LTP
7.5	Agenda items and reports that contain "exempt information" will be printed on green paper, and the Chair will put a resolution to the meeting to exclude the press and public prior to consideration of that item.
8.0	Roles and Responsibilities of Chair and Vice Chair

8.1	<p><u>The Chair</u></p> <ul style="list-style-type: none"> • should welcome members and others to the meeting. • will provide a brief report to LTP, bringing LTP up-to-date with LTP news, meetings and events since the previous meeting. • should ensure everyone has a fair opportunity to speak in debates at meetings and avoid getting into argument as their main task is to chair the meeting • Speakers should go through the Chair and keep to the subject being discussed. • If things are getting heated, a five-minute time out adjournment can be called for at the discretion of the Chair or Council officers.
8.2	<p><u>The Vice Chair</u></p> <ul style="list-style-type: none"> • will deputise for the Chair when necessary. Member's present can elect an acting chair in the absence of the Chair and Vice Chair. • will automatically assume the position of chair until the appointment of the new chair as required
8.3	<p>LTP members must have been on the panel for a continuous period of 12 months before being eligible to stand for Chair or Vice-Chair.</p>
8.4	<p>The chair and vice-chair will serve a term of three years. They can hold these positions for a maximum of three terms</p>
8.5	<p>Where there is a vacancy for a chair or vice-chair position, LTP members can either apply themselves or be nominated for the position(s). A list of candidates will be submitted to an independent person, who will conduct interviews against the agreed Chair and Vice-chair role description, with support from the resident involvement team. The independent person will select the most appropriate candidate against this criteria. Where it is not possible to appoint an outside independent person, then a senior officer from the City of Lincoln Council will carry this out.</p>
8.6	<p>The chair and the vice-chair can be asked to stand down from these roles if they demonstrate a significant lack of capability for the roles.</p>
8.7	<p>Chair and vice-chair can attend meetings with senior council staff on behalf of the panel but must keep the panel informed of discussions.</p> <p>Chair and vice-chair can attend meetings with senior council staff on behalf of the panel but must keep the panel informed of discussions.</p> <p>The chair and Vice Chair can be asked to stand down if they show lack of capacity to carry out their roles and responsibilities.</p>
8.9	<p>Further information about the role descriptions for chair and vice chair are available through the resident involvement team</p>
9.0	<p>The Agenda</p>
9.1	<p>LTP members and officers will be able to add items no later than 6 working days</p>

	before the meeting.
9.2	A quarterly budget summary will be provided by the Resident Involvement Team. The accounts should be signed off by the Chair or Vice-chair.
10	Values and behaviour agreement
10.1	LTP members are required to abide by the agreed values and behaviour agreement. These are set out In Appendix 4>
10.2	The chair and the vice-chair should keep order at meetings. During a meeting where a LTP member does not abide by the agreement, the chair or vice-chair should remind of the terms of the agreement.
10.3	Where an alleged breach of the Values and Behaviour agreement has taken place, then an investigation will take place. This will be undertaken by the LTP members on the Designated Tenants' Panel. A minimum of two members (not involved with alleged breach) must be available for a case to be investigated. If the designated tenants panel is unable to form, then an independent third person will be appointed to act in this role. The designated tenants' panel will decide if a breach has occurred and what sanction to apply.
10.4	The sanctions that can be applied are: <ul style="list-style-type: none"> • Informal warning • Verbal warning • Written warning • Final warning • Dismissal.
10.5	<p>Informal and verbal warnings should be issued for minor or first occasions of a breach. Written and final warnings should be issued for repeat or more serious breaches. Dismissal should only take place where the breach amounts to gross misconduct, under the council's disciplinary policy. Before a sanction is applied the designated tenants panel must consult the resident involvement team. Where a final written warning or dismissal will be applied. The director of housing and investment or suitable deputy and the council's legal team should be consulted.</p> <p>If the alleged breach of the 'Values and Behaviour Agreement is deemed possible gross misconduct, then the LTP members should be suspended whilst the investigation takes place.</p> <p>The LTP member has the right to appeal the decision. In this case an independent third party will be appointed. All appeals should be submitted to the resident involvement team within seven calendar days of receiving notification of a breach being proved.</p>
11.0	Officers and councillors working together
11.1	If an officer or councillor wishes to speak at a LTP meeting they will need to make a request to the Chair and/or the Resident Involvement Team, indicating what they wish to discuss and how long they wish to speak so it can be planned into the

	agenda.
11.2	<p>Meetings of LTP, once called to order by the Chair at the appointed time, will be conducted in public in the presence of elected members, officers and any other tenants, members of the public or media that may be present unless the item(s) under discussion contain "exempt information. In which case the public and media may be requested to leave.</p> <p>LTP members will be provided with facilities to meet in private for up to 1 hour prior to the published scheduled meetings of LTP for the purposes of formulating and agreeing the line of questioning and detailed scrutiny questions to be put to officers and elected members in the formal LTP meeting.</p> <p>Similarly, any request supported by the majority of LTP members and made through the Chair to meet in private at another time of their choosing for the purposes of formulating and agreeing the line of questioning and detailed questions to be put to officers and members in the formal LTP, meeting will be agreed.</p>
11.3	Officers and councillors will respect all the ground rules of the meetings.
11.4	Officers and councillors will respect that LTP members are volunteers and are not a political organisation. Individual or political lobbying will not be allowed in LTP meetings.
11.5	When officers receive requests for information and referrals from LTP they will acknowledge these if they cannot give a reply within 10 days and give some indication of timings for a full reply and/or action
11.6	Officers and Councillors are not able to vote.
11.7	LTP members can request officers and councillors to leave the room during the me
11.8	The Council will answer enquires from LTP within 10 working days ro explain why they are unable to do and agree a timescale for a response.
11.9	Allow LTP to meet with senior housing staff and members (Director of Housing, Assistant Directors and Housing Portfolio Holder) to discuss LTP matters and any concerns LTP might have with the housing service. Any meetings must be arranged by prior agreement.
12.0	Minutes
12.1	Draft minutes will be agreed firstly with any speakers who were at the meeting, followed by the Chair
12.2	Minutes will be sent out to LTP members no later than 5 working days before the next meeting and will be submitted to the next meeting of LTP for approval.
13.0	Decision Making

13.1	Decisions will be voted on by a show of hands or by secret ballot if requested by a LTP member and a majority of LTP members in attendance at the meeting are in favour of a secret ballot. For a decision to be passed it will require a majority vote of the LTP members at the meeting.
13.2	The Chair will have the second and casting vote.
14.0	Confidentiality
14.1	The LTP may deal with “exempt information” including personal and commercially sensitive information, so discretion and care must be exercised during and after meetings. Any information about the personal circumstances of anyone must be treated in confidence and not be disclosed to anyone not on the panel. LTP members should refrain from mentioning specific individual cases that may cause embarrassment or identification of an individual.
14.2	LTP members will also be asked to sign a confidentiality agreement when they join. This is shown in Appendix 1.
14.3	Each LTP member shall not disclose any confidential information belonging to the council or any third party which it shall have obtained as a consequence of carrying out duties under this constitution unless the expressed written permission has been obtained by the third party or the council.
14.4	Each LTP member shall ensure they comply with the Data Protection Act 2018, UK GDPR and any other legislation or common law principles in relation to data protection and confidentiality. Attached at Appendix 2 are the Data Protection Principles showing the framework of requirements under the legislation.
15.0	Personal interest
15.1	Members on the panel must not expect favourable treatment by housing staff or the panel itself, nor should they be treated any less favourably; for example in the completion of a repair or the allocation of a property.
15.2	Members must use the normal procedures for reporting repairs and other enquiries relating to their own tenancy or on behalf of other tenancies.
15.3	Members must notify the panel if they have any personal interest, financial or otherwise, in any matters it considers. Individual members may need to abstain from discussions and decisions on a particular item.
16.0	Equality, Diversity and Human Rights Statement
16.1	<p>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.</p> <p>It requires that public bodies have due regard to the need to:</p> <p style="padding-left: 40px;">Eliminate discrimination Advance equality of opportunity</p>

	Foster good relations between different people when carrying out their activities
16.2	No member may be excluded or discriminated against for any reason by any other panel member.
16.5	Discriminatory language must not be used in meetings.
16.4	All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion, or any other matter which causes people to be treated with injustice.
17.0	Amendments to the Constitution
17.1	Changes to the constitution may be made only by a two-thirds majority of the voting members attending the General Meeting or an Extraordinary General Meeting called for this purpose. Any amendments proposed by the LTP are to be referred to the Executive for consideration and approval.
17.2	The chair and vice-chair have authority to sign an amended constitution on behalf of the rest of the LTP members.
18.0	Dissolution of LTP
18.1	LTP may only be dissolved at a General Meeting or an Extraordinary General Meeting called for this purpose. The dissolution of LTP will require a two-thirds majority voting at this meeting.
18.2	In the event of the dissolution of LTP any outstanding funds will be returned to the City Of Lincoln Council. Any assets (financial or otherwise) acquired independently of the Council will be disposed of in accordance with the aims of LTP by donating these to an organisation with similar objectives.
19.0	Resignations
19.1	All resignations should be made in writing to the Resident Involvement Team. Where a LTP member verbally indicates they wish to resign this should be confirmed in writing within two calendar days.
19.2	If confirmation of the resignation is not received in writing within 7 calendar days the Resident Involvement Team will contact the person who has verbally resigned to seek clarification.
19.3	LTP members can withdraw their resignation in writing within seven calendar days of submission.
19.4	If a written resignation is not received within 21 calendar days of the LTP member verbally stating they wish to resign the resignation will be automatically confirmed.
20	Signatories to the Constitution

	<p><u>On behalf of the Lincoln Tenants' Panel</u></p> <p>.....</p> <p>Chair of the Lincoln Tenants' Panel</p> <p>Date.....</p> <p>.....</p> <p>Vice-chair of the Lincoln Tenants' Panel</p> <p>Date.....</p>
--	---

On behalf of the City of Lincoln Council

.....

Portfolio Holder for Housing

Date.....

.....

Director of Housing & Regeneration

Date.....

Appendix 1

Lincoln Tenants' Panel (LTP)
Confidentiality Agreement

From time to time, members of LTP may deal with difficult and sensitive issues. Discretion and care must be exercised during and after meetings. Information about the individual

circumstances of anyone, including LTP members, must be treated in confidence and not be discussed outside of the meeting. Individual cases will not be discussed.

As a member of the Lincoln Tenants' Panel of City of Lincoln Council, I agree that I will not, without the written consent of City of Lincoln Council, disclose to any other person or organisation, a copy of any document, or any information verbally or otherwise, that I have received during my work for the Lincoln Tenants' Panel. I shall use such information only for the purposes of fulfilling my responsibility as a member of Lincoln Tenants' Panel.

I will not use any information gained during my work for Lincoln Tenants' Panel for individual, personal or financial gain.

I understand that any breach of this rule will result in exclusion from LTP and any breach of data protection laws may result in criminal prosecution or fines.

Signed

Name

Address

.....

Estate/Area represented

Working group represented

Accepted By (Officer)

Appendix 2



Data Protection Principles

The Panel are required under the Data Protection Act 2018 and UK GDPR to follow the principles set out in Article 5(1) of UK GDPR that require that personal data shall be:

- (a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the UK GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');
- (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality')."

Article 5(2) adds that:

"The controller shall be responsible for, and be able to demonstrate compliance with, these principles ('accountability')."

Further information is available from the Data Protection Officer, Legal Services and www.ico.org.uk

The Panel are required under the Data Protection Act 2018 and UK GDPR to follow the principles set out in Article 5(1) of UK GDPR that require that personal data shall be:

- (a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the UK GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality')."

Article 5(2) adds that:

"The controller shall be responsible for, and be able to demonstrate compliance with, these principles ('accountability')."

Further information is available from the Data Protection Officer, Legal Services and www.ico.org.uk

Appendix 3



DESIGNATED TENANT PANEL

TERMS OF REFERENCE FOR THE LINCOLN TENANTS' PANEL ACTING AS A 'DESIGNATED PERSON' FOR THE PURPOSE OF LANDLORD SERVICES COMPLAINTS

Statement of Intent

The purpose of the Lincoln Designated Tenant Panel (the Panel) is to enable the Panel to play a role in helping to resolve complaints received from tenants of the City of Lincoln Council (the Landlord) locally, potentially using powers to refer complaints to the Housing Ombudsman Service where local resolution is not possible.

1 Aims, objectives and intended outcomes

1.1 The Panel's aims and objectives are:

- to use local knowledge and relationships to work with tenants¹ and the Landlord to find local solutions to complaints and problems raised by tenants
- to constructively challenge the Landlord and tenants so that they can sort things out for themselves wherever possible
- to be part of a local democratic framework providing support to tenants

1.2 The intended outcomes of the work of the Panel include the following:

- tenants complaints, problems and issues will be resolved more effectively, quickly and locally, wherever possible without the need to involve the Housing Ombudsman Service (the Ombudsman), to the satisfaction of tenants and the Landlord
- greater local knowledge of tenant concerns and issues will help tenants to participate in improving services

¹ These terms of reference refers throughout to tenants as a collective term that applies to all persons who receive services from the Landlord, including tenants, leaseholders, shared homeowners and other services. The term could also apply to other members of the public who could potentially receive services or who are affected by services provided by the Landlord.

- positive and empowering relationships will be developed between tenants and the Landlord that will help to raise the ability of tenants to shape their housing service
- positive relationships will develop between the Panel and other designated persons.

1.3 To achieve these aims, objectives and outcomes, the Panel will work in partnership with the Landlord. The Panel will also seek constructive relationships with local Councillors and MPs.

2 Remit and powers

2.1 The Panel has been recognised by the Landlord to act as a Designated Tenant Panel for purposes of referring complaints to the Ombudsman. The Panel's recognition was discussed and agreed with the Landlord's tenants. The Panel is listed on the Ombudsman's Register of Tenant Panels.

2.2 The Panel's formal legal power is to refer complaints to the Ombudsman, which it will do in the following circumstances:

- the Panel considers that a complaint cannot be resolved locally and the Panel considers that there is merit in referring the complaint to the Ombudsman
- the complaint falls within the Ombudsman's remit
- the Landlord's complaints procedure has been exhausted
- the complainant wishes the complaint to be referred to the Ombudsman

2.3 The Panel will make recommendations and suggestions to the Landlord regarding changes to the Landlord's service that may prevent complaints arising, and regarding how complaints are dealt with by the Landlord.

2.4 The Panel will negotiate with the Landlord regarding how it may be involved in complaints handling at earlier stages of complaints, although the Panel does not adopt its formal "designated" status until a complaint has exhausted the Landlord's complaints procedure. This links with paragraph 6 below.

2.5 The Panel will be publicised and accessible to all tenants of the Landlord. The Panel will respond to all enquiries from tenants with a view to resolving problems and issues at the earliest possible occasion working in partnership with the Landlord.

3 Delegated authority

3.1 For avoidance of doubt, the Panel will have no delegated authority and no decision-making powers in relation to the Landlord. The Panel will enable discussion between it and Landlord staff regarding complaints issues, who may have delegated authority to implement changes, or who will refer decision making matters to the level within the Landlord where delegated authority rests.

3.2 Staff members will be responsible for Landlord liaison with the Panel and for referring specific complaints matters as appropriate. They will also ensure that strategic matters raised by the Panel are referred appropriately within the Landlord.

4 Membership and remit of the Panel

4.1 The Panel are bound by their Constitution which outlines all roles and responsibilities.

5 Data Protection

5.1 The Panel are required under the Data Protection Act 2018 and UK GDPR to follow the principles set out below:-

Article 5(1) of UK GDPR requires that personal data shall be:

- (a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard

to the purposes for which they are processed, are erased or rectified without delay ('accuracy').

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the UK GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality')."

Article 5(2) adds that:

"The controller shall be responsible for, and be able to demonstrate compliance with, these principles ('accountability')."

- 5.2 Personal data includes the names, addresses, dates of birth, family or medical history of individuals. Personal data means any information related to an identified or identifiable person (the data subject). This includes an individual who can be identified directly or indirectly.
- 5.3 UK GDPR has expanded the definition of personal data to reflect changes in technology and includes online identifiers such as an IP address and location data where they directly or indirectly identify individuals. Data which has been pseudonymised (key coded with reference to additional data) can also fall within the definition of personal data depending on how difficult it is to attribute the pseudonym to a particular individual.
- 5.4 There are special categories of personal data also referred to as sensitive data which require extra protection. These categories are personal data revealing and concerning:
- racial or ethnic origin (for example CCTV images of individuals attending a place of worship or arrangements to allow a staff member to pray);
 - political opinions (not made public by the data subject);
 - religious or philosophical beliefs (for example veganism or atheist);
 - trade union membership;

- genetic or biometric data (for example fingerprints, DNA, eye and voice/face recognition);
- mental or physical health (for example sickness records, occupational health reports);
- sex life;
- sexual orientation (including transgender and gender reassignment).
- Criminal offence data and criminal prosecutions data including investigations are also considered to require extra protection

5.5 An individual will be required to sign an authority that they authorise the Landlord to release personal information them to the Designated Person.

5.6 City of Lincoln officers can further give advice regarding this.

6 Conflict of Interest

6.1 If the individual bringing the complaint to the Panel is known to a member of the Panel, that member should abstain from discussions and decisions on that particular item. An individual is known to a member if they have a personal association with them which a reasonable person would deem to prejudice the fair resolution or outcome of the complaint. This would include any involvement in an individual's formal complaints procedure.

6.2 Alternatively if the member has any financial interest in the individual or their business, then they should abstain from taking part in the discussions and decisions on that item

6.3 Members must notify the lead member of the Designated Tenant Panel as soon as possible if they have any personal interest, financial or otherwise in any matter considered.

Appendix 4

Values and Behaviours Agreement

LTP members are required to abide by the agreed values and behaviour agreement. These are set out In Appendix 4>

We give full commitment to LTP

- Agree to attend all required meetings

- Give apologies if we cannot attend a meeting
- Understand that we can be asked to leave the panel if we don't maintain satisfactory attendance without good reason
- Agree to fully deliver the role of an LTP member
- Will attend all required training sessions.

Behaviour:-We will

- Be polite, courteous and to each other at all times, including outside of meetings
- Politely disagree with each other's views
- Not discriminate against other LTP members for any reason
- Not to speak to council staff about LTP business without first discussing with the rest of the panel first
- Understand that time at meetings is limited and that others might also want a say
- Switch off our mobiles during meetings
- Wear identity badges when carrying LTP duties and business

If we have a complaint about another LTP members, we should politely point this out at the time or report it to the chair or vice-chair.

Attitude-We

- Work as a team to ask questions at meetings and it's not about individuals asking questions
Understand that this means I might not get chance to ask 'my question' but as long as the question gets asked, that is what matters
- Give regular updates about projects we are working on and other LTP members should not interfere with the project
- Give ideas and proposals a fair hearing
- Accept that not all ideas and proposals can be agreed to

Selflessness-We are there for the tenants

- We are here to work with the council to ensure tenants receive a good service and will challenge the council constructively where required.
- We make decisions and vote objectively to benefit all tenants
- We will act impartially and represent all tenants

Integrity-We will uphold the reputation of the panel by

- Being politely towards council staff, elected members and other residents at all times
- Providing critical but constructive feedback to staff
- Not being overly critical of an officer's service if they are present and should consider whether LTP can speak to them privately first
- Not discussing panel business outside of meetings (including the media without the consent of the Chair and Vice Chair). The Chair and Vice Chair are required to consult the Council's Communication Team or Resident Involvement Team about any media engagement
- Not using our position to gain any favourable service and should go through customer services for service requests. This includes requests for friends or family

- Not raising personal; matters at a meeting, apart from where this is to be used as an example of poor or good service
- By not discussing other LTP members with anyone else and speak negatively about them.

HOUSING SCRUTINY SUB-COMMITTEE**22 JUNE 2022**

SUBJECT: WORK PROGRAMME UPDATE 2022/23
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 2022/23 (Appendix A).

2. Background

2.1 The work programme for 2022/23 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 2022/23**22 June 2022**

Item(s)	Responsible Person(s)	Origin of Request
Allocations Update (Including Numbers of Properties Offered to People on Council Waiting List/Others)	Yvonne Fox	Progress Report
Housing Finance - Council's Housing Out-Turn Position for 2021/22.	Coleen Warren	Annual Report
Lincoln Tenant's Panel Review of Constitution	Andrew Mc Neil/New Resident Involvement Manager	Review
Asset Management Strategy Workshops	Mick Barber	Verbal report on LTP Involvement
Quarter 4 (2021/22) – Performance Report	Yvonne Fox	Regular Report
Scheduled Repairs Pilot Update	Matt Hillman	Verbal Update on Results
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 14 June 2022

11 August 2022

Item(s)	Responsible Person(s)	Origin of Request
Analysis of Housing Register – Update on Numbers in each Band	Yvonne Fox	Update
Lincoln Tenants Panel Discussion Topic	Mick Barber, Chair of LTP	Reserved time for LTP topics
Overview of ASB	Keeley Johnson	Update
Performance Indicators Update – Quarter 1	Yvonne Fox	Regular Report
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 14 June 2022

3 November 2022

Item(s)	Responsible Person(s)	Origin of Request
Quarter 2 (2022/23) – Performance and Finance Report	Yvonne Fox	Regular Report
Review of Mutual Exchange Policy: Further Amendments?	Yvonne Fox	Mick Barber, Chair of LTP
Tenant Involvement Strategy Update	Andrew McNeil/New Resident Involvement Manager	Progress Update
Lincoln Tenants Panel Discussion Topic	Mick Barber, Chair of LTP	Reserved time for LTP topics
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 14 June 2022

2 February 2023

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
Work of Tenancy Sustainability Officers	Keeley Johnson	Six monthly progress report
NS Lincoln Tenants Panel Discussion Topic	Mick Barber, Chair of LTP	Reserved time for LTP topics
Schedule Repairs Project Update	Matt Hillman	Progress Update
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 14 June 2022

9 March 2023

Item(s)	Responsible Person(s)	Origin of Request
Quarter 3 (2022/23) – Performance Report	Yvonne Fox	Regular Report Quarterly
Lincoln Tenants Panel Discussion Topic	Mick Barber, Chair of LTP	Reserved time for LTP topics
Setting of Performance Targets 2023/24	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

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