

HOUSING SCRUTINY SUB-COMMITTEE

Thursday, 11 August 2022

6.00 pm

Committee Rooms 1-2, City Hall

Membership:	Councillors Gary Hewson (Chair), Alan Briggs, Jane Loffhagen, Mark Storer, Loraine Woolley and Pat Vaughan (Vice-Chair)
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, Joanne Crookes, Keeley Johnson and Daren Turner
Also Invited:	Councillor Donald Nannestad, Portfolio Holder, Quality Housing

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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 Gary Hewson (*in the Chair*), Alan Briggs, Liz Bushell, Mark Storer, Pat Vaughan and Loraine Woolley

Apologies for Absence: Councillor Jane Loffhagen and Mike Asher

Also in Attendance: Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Steven Bearder (Member of LTP) and Debbie Rousseau (Member of LTP), Councillor Donald Nannestad (Portfolio Holder for Housing)

1. **Confirmation of Minutes -10 March 2022**

RESOLVED that the minutes of the meeting held on 10 March 2022 be confirmed and signed by the Chair, subject to an amendment to Minute No:45 'Tenancy Sustainment Update' Page 5 to be corrected to read as follows:

- *Question: Would care leavers who were entitled to council tenancies get additional support?*

2. **Matters Arising**

In relation to Minute No 45 'Tenant Sustainment Update' members asked whether the policy to encourage tenants in under-occupied properties to relocate/downsize had been updated?

Daren Turner, Director of Housing and Investment highlighted that work was ongoing to inspire the incentive scheme to become more attractive; results would be reported back to Housing Scrutiny Sub Committee in due course.

3. **Declarations of Interest**

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Housing Finance'.

Reason: His granddaughter was employed in the Finance Section of City of Lincoln Council.

4. **Housing Finance**

Colleen Warren, Financial Services Manager, presented her report on the Council's Housing Out-turn position for 2021/22. She advised on the content of the report as follows:

- The report provided members with the provisional summary of actual income and expenditure compared to the revised budget for HRA and HRS services and showed how any surpluses had been allocated to reserves.
- The full out-turn report for the Authority would be presented to Executive on 20 June 2022.

- For 2021/22 the Council's Housing Revenue Account (HRA) net revenue budget was set at £14,910, which resulted in an estimated level of general balances at year-end of £1,059,743.
- The financial performance quarterly monitoring report for the 3rd quarter predicted an underspend of £31,226. The provisional outturn for 2021/22 now indicated an underspend of £19,339. This would result in HRA balances at 31 March 2022 of £1,025,202.
- Paragraph 3.3-3.4 of her report highlighted movement and variances to the outturn position and outfall summary
- For 2021/22 the Council's Housing Repairs Service (HRS) net revenue budget was set at zero, reflecting its full cost recovery nature.
- The financial performance quarterly monitoring report for the 3rd quarter predicted a £713,876 deficit outturn for 2021/22. The provisional outturn for 2021/22 showed a trading deficit of £42,757, a movement of £286,119. This movement was a result of the delay in billing of void jobs at Quarter 3, which made forecasting the outturn position difficult.

Councillor Hewson, Chair, highlighted that this information had been presented to Performance Scrutiny Committee. In terms of the figures for the out-turn position he requested that information as to the meaning of the letters alongside each item be included in future reports, together with the reasons for the overspend/underspend. He also asked that the relevant appendices be circulated to members of Housing Scrutiny Sub Committee for information/

RESOLVED that the provisional out-turn position for the HRA and HRS for 2021/22 be noted.

5. Performance Monitoring Report Quarter 4-2021-2022

Daren Turner, Director of Housing and Investment

- a. presented the Housing Scrutiny Sub Committee with an end of year report on performance indicators for the 2021/22 financial year (April 2021-March 2022), which combined all performance relevant to Housing Landlord issues
- b. reported that over the last twelve years the Council had been working with Lincoln Tenants Panel to improve external scrutiny and to meet standards implemented by the Tenant Services Authority
- c. added that from April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing, which was amended with effect from April 2012 although the principles remained the same
- d. reported that of the 21 measures in total; 10 were on or exceeding targets for the year (year-end), 10 had not met the normal targets set, of which 3 were within 5% tolerance of their respective targets (Amber Rating), and one measure did not have a target (complaints replied to in line with corporate policy)

- e. referred to Appendix A of the report which detailed performance against the various targets in greater detail/clarity with further information on areas highlighted at paragraph 4 of the report
- f. invited committees' questions and comments.

Members discussed the content of the report, commented, asked questions, and received relevant responses from officers as follows:

- Question: Why was there a high level of refusals from tenants in terms of voids being re-let. There had been 108 refusals in total which equated to 23.8%?
- Response: The current practice allowed three refusals in total. There were a variety of reasons for this including the layout of the property, size of the garden, location of the property, presentation of the property and the upkeep of the neighbours garden. Officers were currently unable to identify any trends as to why properties were refused.
- Question: Mick Barber, Chair of Lincoln Tenant's Panel suggested further investigation on the reasons for refusals on properties be undertaken as the figure was quite high. Why would homeless people turn down a property?
- Response: The incidence of refused properties from homeless people was extremely low.
- Comment: The incidence of refused properties added further time on to the re-let period.
- Response: The Housing Directorate was working exceptionally hard to do all within its power to re-let council properties, for example redecorating vouchers were available.
- Question: Who decided which customer had the first viewing on a re-lettable property?
- Response: This was down to need and the circumstances of the bidder.
- Question: Once a bidder backed down, was the property offered to the next bidder?
- Response: This was dependent upon how long the tenant had been on the waiting list.
- Comment: In a past policy LTP Panel members had inspected the condition of void properties, they did not come across anything terrible with 9 out of 10 having no issues.
- Question: What measures were being taken to bring voids figures back on target?
- Response: The housing Service was doing everything it could to bring void figures back on target. Bench marking measures carried out across other authorities revealed they were in a similar position.

Daren Turner, Director of Housing and Investment provided a detailed power point presentation to members which demonstrated the multiple measures undertaken to monitor and encourage take-up of re-let properties. He emphasised that the properties had to be at a lettable standard and safe for tenants. He highlighted that three Tenancy Sustainment Officers had been appointed to assist vulnerable tenants who struggled with day to day tasks to manage their tenancies for a longer period. This would also bring about improvements.

Councillor Hewson referred to problems in terms of the turn-around time for housing repairs being completed after customer services received the repair request call. He highlighted a high incidence of customer services calls chasing repairs already reported. He asked whether tenants were made aware at the time they registered a repair how long they would be expected to wait?

Phil Longhorn, Interim Maintenance Manager, Investment commented as follows:

- He was conscious of the points raised; however, the detail was in the problem that calls were received from customers who did not know how the system worked.
- Customers were now issued a date for their repair request at the first point of call which reduced the number of repeat calls into the customer services team.
- Repair requests could also be reported on line which speeded up the process.
- It was important to communicate to customers via press releases and other public relation opportunities to spread awareness.

RESOLVED that:

1. The current performance outcomes during the financial year 2021/21 be noted.
2. A commitment to continued reporting on a quarterly basis and to determine a programme to have more interim in-depth reviews of service specific performance be noted.

6. Scheduled Repairs Pilot Update (Verbal Report)

Phil Longhorn, Interim Maintenance Manager, Investment, gave a verbal update on the Scheduled Repairs Programme covering the following main areas:

- The extended Scheduled Repairs trial period commenced on 9th August 2021 and was completed on 4th February 2022.
- The revised way of working carrying out scheduled repairs in one geographic area for a concentrated period of time meant that overall, a greater number of repairs could be undertaken with the same amount of labour resource.
- It was considered that there were numerous advantages and benefits, for tenants and for the Council, to delivering Scheduled Repairs in this manner compared to service delivery via the previous system. These advantages related to tenant satisfaction, operational efficiency, operational performance, potential financial savings, and the environmental benefits.
- The trial was extended in order to obtain data that could be used to establish meaningful conclusions with regard to increased productivity and efficiency. The additional data was required in order to carry out a like for like comparison to a previous comparable period. This comparison was not possible previously as a result of various factors that influenced and corrupted the data, these included:
 - The backlog of 1700 non-urgent repairs
 - The impact of lockdowns during the trial period upon the volume of repairs completed

- A potential decreased demand in repairs reported and completed due to what may have been a reluctance of tenants to admit operatives into their homes for non-urgent matters
 - The reclassification of repair timescales during the reporting period
- Figures were encouraging with the number of first time fixes having improved massively together with a massive reduction in no access appointments. Efficiencies were starting to kick-in.
 - Carrying out scheduled repairs in a more methodical manner allowed properties to be identified which were not receiving regular repairs and therefore vulnerable of becoming void.
 - The relationship between the Scheduled Repairs Team and Customer Service Staff taking the calls was important in terms of staff having the required depth of questioning/experience to establish the repair required/needs of vulnerable tenants.

Members questioned whether customer services staff were given full training.

Officers advised that call handlers were not experts. There was a need to gain knowledge in housing matters for them to be able to assist effectively. Some aspects of scheduled repairs were not in our full control. The online service provided was very detailed and effective.

RESOLVED that the content of the verbal report be noted pending a written report to be presented to the next meeting of Housing Scrutiny Sub Committee.

7. Asset Management Strategy Workshops (Verbal Report)

Mick Barber, Chair of Lincoln Tenants Panel, updated members on the Panel's involvement in Asset Management Strategy Workshops, covering the following main points:

- As a representative of LTP, he was very happy to be asked to be part of a working group and attended Asset Management Strategy Workshop in March and April to provide feedback, views and opinions.
- The working group discussed the following priorities;
 - Decarbonisation
 - Decent Homes/Lincoln Standard
 - Repairs and Maintenance
 - Estate Regeneration
 - Health and Safety Compliance
- The aim of the workshops had been to ensure LTP was a key member of the working group to establish and determine where City of Lincoln Council resources were allocated and the standards to expect.
- At the wrap up session LTP were asked to put the areas in order of priority and proposed:

Ranking	Service
1	Repairs and Maintenance
2	Health and Safety
2	Decent Homes/Lincoln Standard

4	Estate Regeneration
5	Building Additional Homes
6	Decarbonisation
6	Cyclical Maintenance
8	Other

Andrew McNeil, Assistant Director, Housing Investment and Strategy advised that the Asset Management Strategy had now been written and would be presented to Housing Scrutiny Sub Committee in due course.

RESOLVED that the verbal update be noted with thanks.

8. Allocations Breakdown April 2021 - March 2022

A written breakdown of statistical data for allocation of Council accommodation was presented to members, for information.

Daren Turner, Director of Housing and Investment referred to the vast number of homeless enquiries/people at risk of homelessness and rough sleepers. He suggested this may have an impact on how tenancies were managed in the future with great pressure on the workload of our Tenancy Sustainability Officers.

RESOLVED that the content of the report be noted.

9. Lincoln Tenant's Panel Review of Constitution

Andrew McNeil, Assistant Director, Housing and Investment:

- a. presented a report containing proposed amendments to Lincoln Tenants' Panel (LTP) Constitution taking into account this committee's views, to make these changes prior to Executive approval being sought
- b. advised that the purpose of the LTP Constitution set out how the Lincoln Tenants' Panel was to operate, reviewed on an annual basis: the last constitutional amendments were agreed by Executive on 26 February 2018, a copy of which could be found at Appendix 1 to this report with the proposed revised Constitution detailed at Appendix 2
- c. highlighted that the current LTP Constitution required 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 that purpose.
- d. reported that the amended Constitution proposed that the requirement for an Annual General Meeting be removed and replaced by a General Meeting held every 3 years or that an extra-ordinary meeting be called in the event of any changes to the Constitution, or any other issues deemed to require a decision by LTP
- e. clarified that this revised Constitution if agreed would require an Extra-Ordinary General Meeting to be arranged to formally adopt and sign the Constitution
- f. summarised the main proposed changes to the LTP Constitution as detailed at paragraph 3 of the officer's report

- g. requested feedback from members of Housing Scrutiny Sub-Committee on the proposed amendments to the LTP Constitution for referral to Executive for consideration.

Members discussed the content of the report in further detail.

Mick Barber, Chair of Lincoln Tenant's Panel thanked all officers involved including the Legal Team for their guidance and support in the preparation of this document.

RESOLVED that subject to minor amendments as detailed within the officer's report, the LTP Constitution be referred to Executive for final approval.

10. **Work Programme 2022/23**

The Chair:

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

RESOLVED that:

1. An agenda topic entitled 'LTP Matters' be brought forward as the first agenda item for each meeting.
2. The content of the work programme be noted

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Allocations Breakdown April-June 2022

At the end of Quarter 1 2022, the Council had allocated 148 properties. The table below indicate the type of applicant/banding that successful bids for properties was made to. The second table breaks down allocation by property type across all property type.

Type	Lets	%
HOMELESS	73	49.3%
REGISTER	37	25.0%
TRANSFER	38	25.7%
Grand Total	148	

With respect to the lettings by band, we are 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 remain on target to ensure that we meet local needs and Government priorities.

Type	No. of Re-Lets
HOMELESS	73
1 BED FLAT	43
2 BED HOUSE	13
2 BED FLAT	4
3 BED HOUSE	6
HIGH RISE	3
BEDSIT	2
2 BED BUNGALOW	1
3 BED FLAT	1
TRANSFER	38
1 BED FLAT	21
2 BED HOUSE	3
2 BED FLAT	7
1 BED BUNGALOW	2
3 BED HOUSE	2
2 BED BUNGALOW	1
3 BED BUNGALOW	2
REGISTER	37
1 BED FLAT	24
2 BED HOUSE	1
2 BED FLAT	9
HIGH RISE	2
4 BED HOUSE	1
Grand Total	148

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

Alison Timmins
August 2022

SUBJECT: ASB UPDATE

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: KEELEY JOHNSON, TENANCY SERVICES MANAGER

1. Purpose of Report

1.1 To update Members on the current position with antisocial behaviour in housing properties.

2. Background

2.1 The Antisocial Behaviour Crime and Policing Act (2014) gave local authorities increased powers and tools to deal with anti-social behaviour (ASB). Tenancy Services works closely with the Public Protection, Anti-Social Behaviour (PPASB)and Legal Teams to combat ASB and ensure the robust and proportionate management of ASB.

3. Current Position

3.1 As of the end of June, Tenancy Services has opened 22 ASB cases open, as outlined below.

Anti-Social Behaviour cases (YTD):	Year to Date (current)
Ward where ASB took place/ASB category	Number of cases
Abbey	6
Hate-related incidents	1
Noise	5
Birchwood	3
Noise	3
Boultham	6
Verbal abuse/harassment/intimidation/threatening behaviour	1
Noise	5
Carholme	1
Noise	1
Castle	4
Noise	3
Verbal abuse/harassment/intimidation/threatening behaviour	1
Glebe	2
Noise	1
Pets and animal nuisance	1
Minster	3
Noise	1
Pets and animal nuisance	2
Moorland	13
Noise	8
Pets And animal nuisance	1

Verbal abuse/harassment/intimidation/threatening behaviour	4
Park	12
Noise	11
Verbal abuse/harassment/intimidation/threatening behaviour	1
Witham	4
Noise	3
Verbal abuse/harassment/intimidation/threatening behaviour	1
Grand Total	22

4. Key Cases

1. Closure Order served on property (01/06/2022), tenant then terminated tenancy when faced with absolute grounds Notice of Seeking Possession (NOSP).
2. NOSP served for ASB on 05/07/2022. Exhausted all safeguarding and sustainment options. Injunction obtained against her partner prevent him of being on the street or engaging in ASB. Tenant has terminated tenancy.
3. Ongoing injunction application against tenant due to threats against staff and abusive behaviour aimed at H.O and Customer Services.
4. A 14-day Possession order granted on introductory tenancy due to arson 05/05/2022. Tenancy ended 19/05/2022. Significant safeguarding issues as tenant is vulnerable but will not engage with any services. Currently serving a custodial sentence for breach of a CBO.
5. Tenant was convicted of Supply of class A (amongst others). Served with absolute grounds NOSP but terminated on 12/07/2022.
6. Injunction granted end of 2021 for harassment and ASB towards neighbours. Ended up serving a custodial sentence for breaching the injunction. Served with absolute grounds NOSP and eventually terminated with a EOT date of 15/05/2022. (Former employee dealt with the injunction side of this before he retired but we dealt with the possession side)
7. Served NOSP on mandatory grounds in relation to a criminal conviction. Court case will be heard 30/08/22.
8. Served NOSP due to harassment, ongoing anti -social behaviour. Tenant terminated his tenancy.
9. Injunction in place against tenant, court date 9/11/22 to hear against potential breaches.

5. Finance

- 5.1 Finance consulted on staffing costs and project being financed from Invest to Save.

6. Legal implications (including procurement rules)

- 6.1 No further considerations at present.

7. Equality, Diversity and Human Rights

7.1 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.

7.2 Project is in accordance with the equality duty impact assessments required from local government.

8. Recommendation

8.1 That Members note the current position relating to Tenancy Sustainment.

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? None

List of Background Papers: None

Lead Officer: Keeley Johnson
Tenancy Services Manager

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SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 1 – 2022/23

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 one report on Performance Indicators for the 2022/23 financial year (April 2022 – June 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. Details

- 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

Rent collection is ahead of the 96.5% target and Tenancy Services continue to prioritise the collection of rent to maintain the income stream. The financial pressures tenants are facing are increasingly apparent, and our new Sustainment Team are working with tenants who are struggling financially.

Arrears as a % of rent debit

The arrears as a % of the debit is currently ahead of the target of 4.45%. Housing Officers and the Sustainment Team are working hard to collect the rent and work with tenants and prioritise sustaining tenancies and controlling the number of evictions.

Complete repairs right on first visit (priority and urgent)

Our Right First Time fix rate is on target, although we need further improvement to ensure we continue to reduce follow on work and increase first time fix rates.

- 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

Additional inspections that have identified requirements for replacement components have masked the progress made this month. A modest overall increase of 2 properties has therefore resulted. Presently 72 properties are now failing, with 43 doors, 2 Windows, 21 Electrics, 2 Roofs and 6 Chimney. An additional 2 properties fail both door and windows.

- 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 average re-let time for all dwellings is slightly ahead of the high target of 34 with 37.26 days being achieved at the end of quarter one. Significant improvement has been made to all aspects of the voids process as reflected in the improvement in performance compared to the previous quarter. The teams have been working to identify issues during the void process and rectify them to avoid delays. Housing Repairs are now working with three external contractors to turn properties and Allocations and Void Support are prioritising offers and sign ups as quickly as possible to try and achieve target.

Average re-let period – General needs (including major works) – (days)

There has been an improvement in performance compared to last quarter from 59.88 days to 50.71 days which demonstrates a positive trend in performance. The improvement in performance is due to a concerted effort from all teams to reduce the void times and work together to identify potential delays early on. We continue to focus on achieving target as quickly as possible.

Q1 has seen a significant positive progression in repair performance, this progression should continue with three contractors now aiming to carry out two void properties per week alongside the Housing Repair Service (HRS) Void repairs team, although gains may be smaller due to some mobilisation, we still hope for a positive performance return.

The quantity of voids entering the process has risen from 7.8 to 9.6 per week meaning more pressure on the repairs team exacerbated by the standard of property entering the void repair process. This continues to be an issue with 32% (43% in Q4 2021-2022) requiring some form of cleaning work to be carried out before a property condition inspection can take place, therefore causing a delay in the process and ultimately more repairs as the properties requiring cleansing often have been poorly looked after.

Moving into Q2 there will be entering 34 transferred properties from the De Wint Court project in addition to the 9 or 10 properties a week and early indications are that some of the properties require major works such as kitchen and bathroom replacements due to refusals by tenants in the past. Elements within the process add complexity to managing void repairs, and reducing the "humps" in the process like De Wint Court is essential to ensuring a steady manageable flow of properties as it does impact the repairs process for a few months after the "hump" starts Void repairs management will continue to monitor this situation moving into Q2 to identify any early signs of concerns and take action where possible to reduce any delays.

% of calls answered within 90 seconds

There are a range of pressures currently affecting the service in the Contact Centre and the Service Manager will be attending the meeting to brief members and answer questions.

% of complaints replied to within target time

Although performance remains below target, we have seen a 10% improvement compared to the final outturn in 2021/22. The complaints tracker is now being presented at our Directorate EDTM and any overdue/close to deadline complaints are highlighted to Service Managers.

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(HRA) 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 2022/23;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

Is this a key decision? *No*

Do the exempt information categories apply? *No*

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

How many appendices does the report contain? *1*

List of Background Papers: *None*

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

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LANDLORD SERVICES – PERFORMANCE 2022/23

APPENDIX A

Figures in brackets are the standalone quarterly figure.

*Repair appointments made and kept reported in numbers and as a percentage as per HSSC request.

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target
Rents								
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%				
126	Arrears as a % of rent debit	3.63%	4.55%	4.16%				
Voids								
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%				
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days				
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days				
Allocations								
85A	% of offers accepted first time	80.09%	85%	89.81%				
Repairs (Housing Repairs Service)								
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	98.60%				
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%				
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days				
34	Complete repairs right on first visit (priority and urgent)	92.85%	92%	92.04%				
37	Repair appointments kept against appointments made (%) (priority and urgent)	99.46%	97%	99.07% (1,484 / 1,498)				
Repairs (Aaron Services)								
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%				
Decent Homes								

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target
50	% of non-decent homes	0.70%	0.80% (year-end target)	0.93%				
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%				
Complaints								
22	% of complaints replied to within target time	66.90%	95%	76.92%				
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%				
ASB								
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%				
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days				
Other								
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%				
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%				
Customer Contact								
	% of calls answered within 90 seconds	20.52%	80%	10.26%				

HOUSING SCRUTINY SUB-COMMITTEE**11 AUGUST 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 6 July 2022

11 August 2022

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

Updated 6 July 2022

3 November 2022

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Matters	Mick Barber, Chair of LTP	Reserved time for LTP topics
De Wint Court- Allocations – Written Update on Procedure and Progress	Clive Thomasson	Pre Meet 1 Aug 2022-Cllr Hewson asked for this information prior to a PIR report later in the year
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
Work Programme 2022/23	Ali Hewson	Regular Report

2 February 2023

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Matters	Mick Barber, Chair of LTP	Reserved time for LTP topics
Homelessness and RS Update (Inc properties offered to people who are homeless Q3)	Yvonne Fox	Regular Report
Kier Contract- Final Account Settlement	Daren Turner/Matt Hillman	Requested by Chair Pre Meet 1 Aug 2022 following a discussion at Audit Committee to clarify negotiations were complete and all settled
PIR – DeWint Court	Clive Thomasson	Requested by Chair Pre Meet 1 Aug 2022 to monitor progress with new venture
LTP Review Update Report	Mick Barber Chair of LTP	Annual Report
Work of Tenancy Sustainability Officers	Keeley Johnson	Six monthly progress report
Schedule Repairs Project Update	Matt Hillman	Progress Update
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 6 July 2022

9 March 2023

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