

HOUSING SCRUTINY SUB-COMMITTEE

Thursday, 3 November 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:	Kevin Bowring, Democratic Services, Yvonne Fox, Matthew Hillman, Donna Lyons and Daren Turner

A G E N D A

SECTION A	Page(s)
1. Confirmation of Minutes - 11 August 2022	3 - 8
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Lincoln Tenants Panel Project Update	9 - 10
4. Planned Works Programme Update 2022-23	Verbal Report
5. De Wint Court Update	11 - 20
6. Performance Monitoring Report - Quarter 2 - 2022/23	21 - 28
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8. Work Programme 2022/23	49 - 56

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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Alan Briggs, Councillor Jane Loffhagen,
Councillor Loraine Woolley and Councillor Pat Vaughan

Apologies for Absence: Councillor Mark Storer

Also in Attendance: Donald Nannestad, Portfolio Holder for Housing.

11. Confirmation of Minutes - 22 June 2022

RESOLVED that the minutes of the meeting held on 22 June 2022 be confirmed.

12. Declarations of Interest

No declarations of interest were received.

13. Change to Order of Business

RESOLVED that the order of business be changed to allow the report entitled 'Performance Monitoring Report Quarter 1 – 2022/23' to be considered prior to 'Lincoln Tenants Panel Matters'.

14. Performance Monitoring Report Quarter 1-2022/23

Andrew McNeil, Assistant Director Housing Investment & Strategy:

- a) explained that over the last 12 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.
- b) highlighted that in total there were 21 measures and of those, against agreed targets, 10 were on or exceeding targets for the year (year-end), 10 had 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 didn't have a target (Complaints replied to in line with corporate policy).
- c) referred to Appendix A of the report and advised how it attempted 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)
- d) provided the committee with some key figures in relation to performance targets which were as follows:
 - rent collection was ahead of the 96.5% target and Tenancy Services continued to prioritise the collection of rent to maintain the income stream. The financial pressures tenants were facing were increasingly apparent, and the new Sustainment Team were working with tenants who were struggling financially

- arrears as a % of the debit was currently ahead of the target of 4.45%. Housing Officers and the Sustainment Team were working hard to collect the rent and work with tenants to prioritise sustaining tenancies and to control the number of evictions
- the average re-let time for all dwellings (excluding major works) was slightly ahead of the high target of 34 with 37.26 days being achieved at the end of Quarter 1; significant changes were being made to all aspects of the voids process
- including major works, there had been an improvement in performance compared to last quarter from 59.88 days to 50.71 days which demonstrated a positive trend.

e) welcomed members questions and comments.

Members discussed the report in full and presented officers with a range of questions, the following clarity was provided:

- The system had a set way in which figures were presented which made it difficult to provide performance figures in any other way than percentages.
- Tenants were refused a transfer if the property was left in a damaged state.
- Tenants signed a disclaimer to confirm they were happy with the state of the property before a mutual exchange took place. JUSTIFY
- Non council assigned contractors were able to carry out repairs to council properties and tenants were encouraged to carry out repairs themselves rather than being reliant on the Council to do. JUSTIFY
- A meeting took place with HRS to discuss the timetable for future works on Council Housing, it was confirmed that it would be brought before Lincoln Tenants Panel once ready to deliver.

Members suggested it would be beneficial for the Lincoln Tenants Panel (LTP) minutes be presented at future Housing Sub Committee meetings. This would give members an insight into the discussions that took place at LTP meetings and give the opportunity to ask questions.

Jo Crookes, Customer Services Manager provided members with an update on the current call time performance figures, she explained:

- The current call waiting time was at an all-time high, mainly down to a reduction in staffing of the team from 25 to 20. There had also been a huge turnover in staff recently resulting in a lot of well experienced staff leaving.
- There were currently 2.5 vacant posts which were proving difficult to fill. Of the 3 part time jobs that were currently being advertised, only 6 applications had been received and only 2 of the 3 people selected for interview had attended.
- More calls had been received in general due to the backlog from Covid-19 and the nature of the calls meant that it was taking longer to address the reason for the calls.

- The Council were administering the Council Tax Energy rebates and as a result of that, the volume of calls had increased and over the past 4 weeks an extra calls 5,905 were received.
- There were still a lot of customers with low level digital skills which meant that they would call about an issue rather than use the online platform.
- A customer satisfaction survey had been carried out and of the 160 people that took part, 5.4 customers were being put through to an advisor within the appropriate time.
- There had been issues with the old Contact Centre software which led to calls not being transferred to staff using Microsoft Teams.
- The council was in the process of securing a new phone system
- Discussions were taking place with HR regarding the period of notice given to people leaving their jobs. It was also being considered whether staff that had attained a new job internally could stay in their current role to train the new member of staff before moving on. This would allow the Customer Services team to be well staffed and equipped to continue providing an efficient service.

RESOLVED that:

- 1) Mick Barber, Chair of Lincoln Tenants Panel, to provide the Democratic Services Team with a copy of the LTP minutes prior to all future Housing Scrutiny Sub Committee meetings.
- 2) The content of the report be noted.

15. **Lincoln Tenants Panel Matters**

Mick Barber, Chair of Lincoln Tenants Panel, updated members on the Panel's involvement in the following areas:

- LTP were currently working with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.
- Within tenancy services LTP were working with Vicky Wilson, Voids Team Leader to relaunch the void inspections and had agreed to inspect 10% of void properties, with the first inspections commencing 8th August. They had also participated in estate inspections during July.
- Members were working with Lara Trickett from Business Management reviewing complaints and had agreed to increase the percentage of complaints reviewed on a quarterly basis. The first review meeting was in August and Lara would circulate feedback to officers with recommendations.
- Members attended a consultation and a fire safety exercise at Trent View Flats together with Councillor Nannestad, Councillor Longbottom, officers from City of Lincoln Council and Lincolnshire Fire & Rescue. The aim of the consultation exercise was to provide residents and tenants with an

opportunity to ask questions and/or raise any concerns they may have had with regards to the fire exercise drill.

- Members were also working with the Resident Involvement Manager on the Resident Involvement Strategy action plan to award it star rating.
- LTP were working closely with Phil Longhorn, Interim Maintenance Manager on the schedule of repairs project. We were attending monthly meetings to review performance focusing on creating a marketing programme to deliver a consistent message and information to tenants on the benefits of the schedule of repairs project.
- In addition to this, LTP had been holding monthly meetings, located at City Hall and through teams. At the meeting in June, Portfolio for Quality Housing, Councillor Nannestad attended and presented his annual report and in July, Jo Crookes, Customer Service Manager gave an overview of the service and updated LTP on the processes in place surrounding vulnerable tenants, repairs, and call times. Followed by, Caroline Hannah, Rough Sleeping Programme Manager, who gave an overview of the service and allocations policy.
- All LTP members agreed to attend a 1-2-1 review with Donna Lyons – Resident Involvement Manager and Caroline Coyle Fox, Vice Chair of LTP.
- Mike Asher, Debbie Rousseau, and Mandy Harley attended the “Opportunities for Empowerment” two-day residential course at Trafford Hall.
- In May , Donna Lyons, Resident Involvement Manager, applied to join a government led initiative - The Social Housing Quality Resident Panel. The aim of the initiative was to bring together social housing residents from across the country so they could directly share their views with the government and ministers on government’s approach to driving up the quality of social housing. Confirmation had been received last week that Donna had successfully been selected to join the panel.
- In addition to the Housing Social Quality Resident Panel, Mike Asher was currently working with Housing Ombudsmen Service and had joined as a resident panel member. The panel provided opportunities for residents to be involved in the development of the Housing Ombudsmen Service as well as giving direct feedback on experience of using this service.

16. Allocations Breakdown April-June 2022

Andrew McNeil, Assistant Director Housing Investment & Strategy advised the committee that at the end of Quarter 1 2022, the Council had allocated 148 council house properties. He presented the following information:

- a) 49.3% of lettings were successfully allocated to people who were classed as homeless and therefore were prioritised for accommodation.
- b) 25% of lettings were allocated to tenants that were on the property register
- c) 25.7% were allocated via a transfer which resulted in tenants being allocated a property that was more suitable for their needs.

He welcomed members comments and questions.

Members discussed the report in full and presented officers with a range of questions, the following clarity was provided:

- Officers always carried out a pre tenancy interview at the property if the tenant was unable to come to City Hall
- There was currently no time limit on how long people were given to downsize. Members were reassured that when the new scheme for downsizing was up and running, assistance would be offered to people who were unable to carry out the move themselves.

RESOLVED that the report be noted.

17. **ASB Update**

Keeley Johnson, Tenancy Services Manager:

- a) provided the committee with an update on the current position with anti-social behaviour in housing properties
- b) explained that the Antisocial Behaviour Crime and Policing Act (2014) gave local authorities increased powers and tools to deal with anti-social behaviour (ASB).
- c) highlighted that as of the end of June, Tenancy Services had 22 ASB cases as outlined at 3.1 of the report
- d) identified some of the key cases which included the following:
 - A Closure Order was served on a property on 1 June 2022, the tenant then terminated the tenancy when faced with absolute grounds Notice of Seeking Possession (NOSP)
 - An ongoing injunction application against a tenant was in process due to threats against staff and abusive behaviour aimed at Housing Officers and Customer Services

She welcomed members questions and comments.

RESOLVED that the report be noted.

18. **Work Programme 2022/23**

The Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 202/23 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:

- a) LTP minutes be added to all future Housing Scrutiny Sub Committee meetings
- b) The work programme be noted.

LTP Project Updates

LTP continue to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.

I will give you a brief overview of the projects we are covering in these areas:

Within tenancy services we are working with Vicky Wilson, Voids Team leader and inspecting one property a week, we have also adapted how we report our findings and have now moved from paper to digital format to speed up the process and ensure information is shared immediately with Vicky.

During the summer months, LTP attended estate inspections at Harts Holme, Birchwood & moorland in the south; Ermine east & west and St Giles in the north and West end, Burton Road/Newport, Tower, Stamp End, City Centre, Highstreet and Manse in the centre. Follow up inspections are due to take place in November/December.

We held our first meeting with Lara Trickett from Business Management on 17th July – our recommendations have been shared with relevant officers together with a request for further feedback relating to some complaints.

At a recent LTP meeting the panel assessed the Resident Involvement Strategy action plan and I am pleased to confirm there are no red flags and have awarded actions based on one of the following.

Bronze – Process has started – early stages

Silver – Making good progress

Gold - Full implementation and maintained

LTP are working closely with Phil Longhorn, interim maintenance manager on the schedule of repairs project. We are attending monthly meetings to review performance and are focusing on creating a marketing programme to deliver a consistent message and information to tenants on the benefits of the schedule of repairs project. Gary Hewson – Chairman of HSCC attended a meeting in August and the group discussed how we could enhance tenant experience – as a result, the working group have created a series of Face Book posts scheduled to go out on a six-week cycle to promote and encourage tenants to make an appointment. Below is a copy of a face book on the Resident Involvement page:

Scheduled repairs will take place in St Giles/Monks Road from 15 August - 4 September.

Report your repairs online: lincoln.gov.uk/council-housing/scheduled-repairs



We continue to hold our monthly LTP meetings and Darren Turner, Director of Housing attended our last meeting in September to discuss proposed rent cap. Our AGM will take place on Monday 7th November and face book posts on both CoLC sites together with LTP members sharing the posts on other community-based pages. We are thrilled to confirm we will be hosting a celebration event on Wednesday 15th November acknowledging all the hard work over the last couple of years in creating the LTP constitution at the Guild Hall and the Mayor has accepted our invitation.

All LTP 1-2-1's has been completed by Donna Lyons, Resident Involvement Manager and Caroline Coyle -Fox, Vice Chair of LTP which have provided us with valuable feedback, knowledge and panel aspirations, which will be used to help us expand LTP and mover forward.

LTP have volunteered to assist Donna Lyons, Resident Involvement Manager at the Jarvis and Shuttleworth House fire safety exercise and engagement event. We attended the recent fire safety exercise at Trent View which provided LFR with valuable information – Over thirty fire fighters carried out the training exercise with six fire engines in attendance from across Lincolnshire providing fire fighters will the knowledge, skills and agreed implementational procedures in the event of a major fire.

We are currently working with Keeley Johnson on the Incentive to Downsize and have provided a list of recommendations.

Five LTP members will be attending a free ARCH Conference – The conference offers two workshops on decarbonisation and Fuel poverty/cost of living and in addition to this, three guest speakers; Kate Dodsworth – Director of consumer regulation and Fleur Priest-Stephens - tenant engagement manager for the regulator of social housing, both will be presenting information on the proposed tenant satisfaction measures and regulatory changes and Caritas Charles – Policy and Insight Manager with be addressing resident engagement in building safety.

Further to Jo Crookes presentation at the LTP in July, the panel asked to shadow CS operatives and Mike Asher was the first LTP to shadow. Jo has agreed to duplicate these sessions with LTP members.

Thank you!

SUBJECT: DE WINT COURT UPDATE

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: FRANCES JELLY, HOUSING BUSINESS SUPPORT MANAGER

1. Purpose of Report

1.1 To provide an update on the procedure and progress of allocations to De Wint Court Extra Care facility

2. Executive Summary

2.1 The report provides an update on how many properties have been let and the procedure followed for allocation purposes.

3. Background

3.1 In May 2017, Executive approved to demolish and rebuild De Wint Court in its entirety.

Original objectives presented to the Executive in May 2017 were to:

- deliver a flagship Extra Care scheme to fill the growing needs of older people,
- to be modern and fit for purpose, user friendly and compliant with current housing design standards,
- to increase the provision of units from 37 to 70,
- enable the investment of £3.22m of Homes England funding into the city,
- enable the investment of £2.8m of LCC investment into the city,
- increase the affordable Extra Care provision.

4. Allocation and Procedure (see Appendix A and B)

4.1 Housing and Support Needs

Applications are assessed to ensure that people with the greatest housing need and existing City of Lincoln Council tenants are given the appropriate priority to enable them to move to more suitable accommodation.

All applicants must meet at least one of the following criteria:

- A support and / or care need as identified by a Lincolnshire County Council Adult Social Care assessment,
- A housing need as identified through the Lincs Homefinder lettings policy application,

- Are awaiting discharge from residential, nursing, hospital or other care settings and their previous housing is no longer suitable to return to due to a decline in their health,
- Require assistance with their daily living tasks and / or personal care as identified by a Lincolnshire County Council Adult Social Care assessment,
- Have care and support needs due to a range of difficulties or disabilities as identified by a Lincolnshire County Council Adult Social Care assessment; or
- Be a carer of a partner who requires care and support.

4.2 Assessment of an Application

Applications are assessed based on the housing and support needs by the De Wint Court Extra Care Panel comprising representatives from City of Lincoln Council and Lincolnshire County Council.

An applicant will be informed in writing of the outcome of their assessment.

4.3 Successful Applications

Where applications have been assessed as successful for De Wint Court, the applicant will be awarded a Care Needs Profile. An applicant's Care Needs Profile along with his/her housing banding (set out in Lincs Homefinder lettings policy) will determine an applicant's priority status on the De Wint Court housing waiting list.

4.4 Balanced Care Profile

De Wint Court is designed to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so. Extra care sheltered housing seeks to provide a positive approach to the health and wellbeing of those who live within such schemes. It is therefore important to make allocations which aim to promote a balanced community within De Wint Court. To ensure there is a balanced mix of residents with differing levels of care need, across the low to high care need range, there are three levels of care need based on Lincolnshire County Council's Adult Social Care assessment policy.

This will result in a balance of the De Wint Court community shown below:

- A third of residents with a housing only / or low care needs,
- A third of residents who have moderate care needs,
- A third of residents who have high care needs.

If a resident requires care levels beyond the level that can be adequately met by De Wint Court, then Lincolnshire County Council will work to find a more suitable option for the individual and the panel will formally notify the referrer of the outcome and alternative provision.

4.5 Allocation of the 70-unit extra care sheltered housing scheme at De Wint Court (See Appendix C)

Allocations to De Wint Court are made from the De Wint Court housing register. Lincolnshire County Council will nominate to 50% of the allocations. As stated, it is essential that the scheme remains a balanced community, therefore, the

combination of nominations and direct allocations is required to continue to support the balance of care needs set.

Currently De Wint Court is fully allocated and occupied. We manage a waiting list of applicants and currently there are 24 active applicants and 17 pending applications, awaiting further information.

5. Strategic Priorities

5.1 Let's reduce all kinds of inequality

The delivery of new affordable homes will enable access to housing by residents of Lincoln who find it most difficult to find their needs met by the private sector offering

5.2 Let's deliver quality housing

All homes built will be built to modern, energy efficient standards and will contribute directly to our Vision for housing

5.3 Let's enhance our remarkable place

The design of the De Wint extra care scheme has been through a careful process to be sympathetic to the locality in which it is situated. It is, however, a flagship scheme which is intended to show the vision of Lincoln as a place to choose to live.

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

No financial implications.

6.2 Legal Implications including Procurement Rules

No Legal or Procurement.

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

The above will be taken into account on each application

7. Risk Implications

7.1 (i) Options Explored

Allocations to De Wint Court could have been made using the same process of lettings made to sheltered accommodation under the Lincs Homefinder policy. However, this would not ensure that those allocated dwellings within the scheme have a local connection, potentially allowing applicants with no connection to the City of Lincoln to benefit from the scheme's range of facilities. Moreover, it would not ensure that the care and support needs of residents are balanced and could potentially lead to an unsustainable scheme where tenants all have high care needs.

7.2 (ii) Key Risks Associated with the Preferred Approach

There is a potential risk that there would have been insufficient applicants for the De Wint Court Scheme, however, this was mitigated through publicity and open days.

8. Recommendation

8.1 To note the Policy and Procedure (Appendices A and B)

8.2 To note the allocations profile as of 26 September 2022 (Appendix C)

Is this a key decision? Yes/No

Do the exempt information categories apply? Yes/No

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

How many appendices does the report contain? THREE

List of Background Papers: None

Lead Officer:

Frances Jelly – Housing Business Support Manager
Telephone (01522) 873229
Email address: frances.jelly@lincoln.gov.uk

APPENDIX A

Nominations Process

This process should be read in conjunction with the Nominations Agreement and the Nominations Process Flow Chart.

Items from the nomination agreement which are key to the City of Lincoln Council (CoLC):

Target Balance of Care and Support Needs means:

- (a) 1/3 of Residents with low care and support needs;
- (b) 1/3 of Residents with medium care and support needs; and
- (c) 1/3 of Residents with high care and support needs

Lincolnshire County Council (LCC) shall be entitled at any time to nominate persons for not less than half of the Dwellings available at that time and always 35 Dwellings (any more than that to be with the agreement of both parties).

As far as it is reasonably achievable, when taking into account the need to recognise priority prospective Residents against the Vacancies available, the Nomination Right should be exercised:

- (a) on a mix of lettings to one and two bedroom Dwellings in proportion with the mix of lettings across De Wint Court (which is intended to comprise 28% two bedroom and 72% one bedroom Dwellings); and
- (b) with the aim of achieving the Target Balance of Care and Support Needs.

	Process Task	Responsibility	Time Constraint
1	<p>All Applicants shall be required to register with the CoLC Allocation Scheme which will require the provision of various documents to CoLC. For the purpose of ensuring an efficient registration process and to allow LCC to provide LCC Applicants assistance if required, CoLC shall provide LCC with the Lincs Homefinder Summary which among other things comprises the documents required for Applicants to register with the CoLC Allocation Scheme, and shall also provide LCC with an updated Lincs Homefinder Policy Summary as soon as possible or at least within 14 days if the Lincs Homefinder Policy is updated.</p> <p>Once an Applicant has registered with the CoLC Allocation Scheme, provided they meet the eligibility criteria set out in the De Wint Local Lettings Policy, they will be placed on the housing list for the scheme.</p> <p>NOTE: CoLC cleanse the Lincs Homefinder system on an annual basis. All applicants will be contacted and will need to confirm they still wish to be considered for accommodation at De Wint Court either by letter return or phone call.</p>	CoLC to administer	N/A

	Applicants will be able to identify a Social Worker to receive copies of correspondence.		
2	<p>CoLC shall provide an updated copy of the Waiting List via an agreed method of communication to:</p> <p>(a) LCC within 2 working days of a new Applicant being added to the Waiting List; and</p> <p>(b) to the Applications Panel on request.</p> <p>NOTE: "Waiting List" means the list of applicants already assessed and deemed eligible for the De Wint Court scheme in line with the De Wint Court Local Lettings Policy.</p> <p>The requirement to provide an updated copy of the waiting list after each applicant is assessed as eligible will be monitored and may reduce by mutual agreement of the Allocations Panel.</p>	CoLC	2 working days
3	Nominees should be selected from the Waiting List.	Allocations Panel	N/A
4	<p>The Allocations Panel shall comprise of:</p> <p>(a) a CoLC housing needs/lettings officer;</p> <p>(b) the CoLC manager of the operational staff team for De Wint Court;</p> <p>(c) the LCC adult care/older people's services commissioner; and</p> <p>(d) the team leader from the care provider of extra care services</p> <p>NOTE: The Allocations Panel shall be chaired by CoLC's Supported Housing Manager.</p>	Allocations Panel	N/A
5	<p>Meetings of the Allocations Panel shall:</p> <p>(a) be held (as a minimum) on a quarterly basis or as needed to consider Vacancies;</p> <p>(b) be held in person or by other suitable electronic means by which all persons participating in the meeting may communicate with the other participants;</p> <p>(c) be called by any member of the Allocations Panel by giving written notice to all other members of the Allocations Panel to include:</p> <ul style="list-style-type: none"> • the proposed time, date and location of the meeting; and • if it is anticipated that the members shall not be in the same room at the meeting, how they shall communicate with each other 	Allocations Panel	Quarterly or as needed
6	Each member of the Allocations Panel is entitled to appoint an Alternate to attend meetings of the Allocations Panel in their absence. The appointing member shall notify all other members of the Allocations Panel of the appointment of an alternate in writing prior to the relevant Allocations Panel Meeting. The appointment shall only be for that meeting.	Allocations Panel members	N/A

7	Decisions of the Allocations Panel shall: (a) only be made where all members of the Allocations Panel (or their Alternates) are in attendance; and (b) be minuted and circulated to all members of the Allocations Panel, LCC and CoLC.	CoLC to minute and circulate	N/A
8	Where a decision of the Allocations Panel cannot be made because all the members (or their Alternates) are not present, the meeting shall be adjourned for a maximum of 5 working days. The Allocations Panel member who called the original meeting shall notify all the other members in writing of the date of the adjourned meeting. Decisions of the Allocations Panel can also be taken electronically in lieu of a meeting.	Allocations Panel	5 working days
9	CoLC shall: (a) inform the Allocations Panel as soon as reasonably practicable once it receives notification of the Vacancy; and (b) endeavour to give the Allocations Panel at least 20 working days' notice of any pending Vacancy in line which is in line with Residents' tenancy agreements.	CoLC	20 working days
10	Both parties shall endeavour to ensure that a quorate meeting of the Allocations Panel takes place within 5 working days.	Allocations Panel	5 working days
11	At a meeting of the Allocations Panel which has been called to consider a Vacancy where LCC is entitled to exercise its Nomination Right: (a) if the prospective Resident is on the Waiting List, LCC may put them forward as the LCC Nominee (ensuring that details of their care and support needs are available) to be considered by the Allocations Panel at that meeting; (b) if it cannot identify a suitable prospective Resident from the Waiting List, and it wishes to nominate an individual not on the Waiting List, LCC shall use all reasonable endeavours to ensure that the proposed LCC Nominee is registered with the CoLC Allocation Scheme within 10 working days of the meeting (the Nomination Period). (c) On or prior to the expiry of the Nomination Period, LCC shall: <ul style="list-style-type: none"> • notify the Allocations Panel that it has identified a proposed LCC Nominee (including the provision of details regarding their care and support needs) and provide an update on their registration status with the CoLC Allocations Scheme; or • notify the Allocations Panel that it is unable to identify an LCC Nominee. Where a LCC Nominee is put forward, the Allocations Panel may make an Allocation Decision at that meeting,	Allocations Panel / CoLC / LCC	10 working days

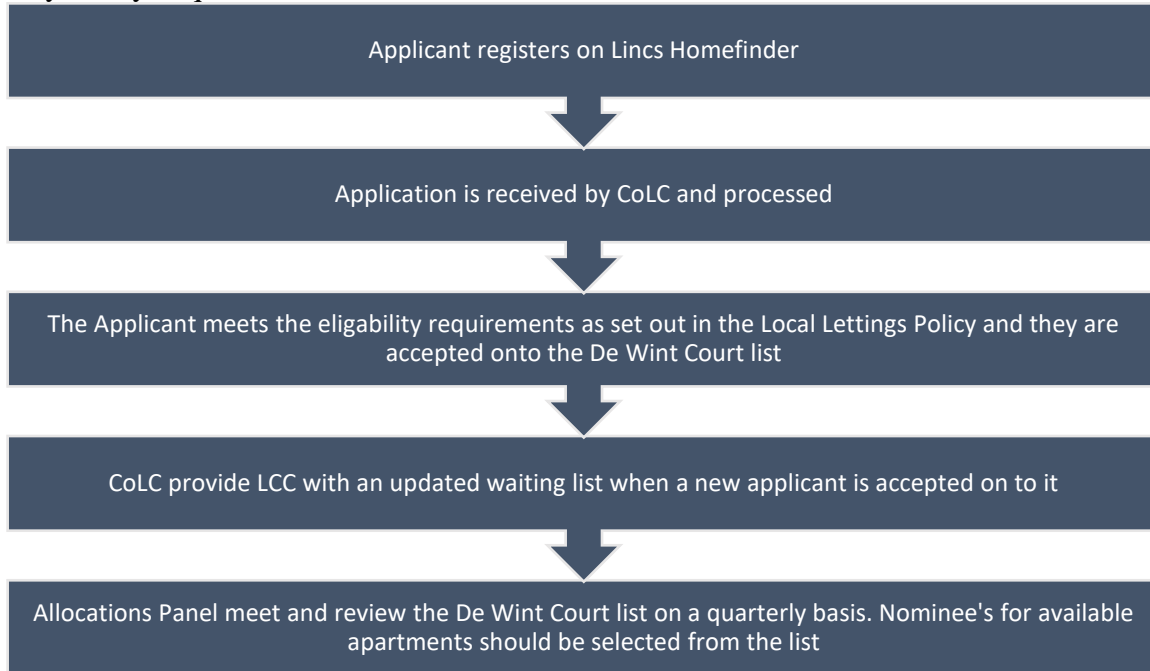
	<p>or it may request further information from LCC to be provided to the Allocations Panel by the end of the Nomination Period.</p> <p>NOTE: Variance from the 50:50 nominations split to be agreed as part of the Allocations Panel assessments.</p>		
12	<p>If LCC is unable to put forward an LCC Nominee:</p> <p>(a) if a prospective Resident is on the Waiting List, CoLC may put them forward as its CoLC Nominee (ensuring that details of their care and support needs are available) to be considered by the Allocations Panel; or</p> <p>(b) if it cannot identify a suitable prospective Resident from the Waiting List, CoLC shall notify the Allocations Panel and the Vacancy shall remain open until such time as a prospective Resident can be identified by either LCC or CoLC, at which point a new meeting of the Allocations Panel will be called to consider the Vacancy.</p>	CoLC / Allocations Panel	N/A
13	<p>The Allocations Panel shall meet within 5 working days of the expiry of the Nomination Period to:</p> <p>(a) consider further information provided by LCC, if requested, and make an Allocation Decision for the LCC Nominee;</p> <p>(b) consider the LCC Nominee put forward and make an Allocation Decision;</p> <p>(c) consider the CoLC Nominee put forward and make an Allocation Decision.</p>	Allocations panel	5 working days
14	<p>Once an Allocation Decision has been made, the Allocations Panel shall notify CoLC immediately in writing and CoLC shall make an offer of accommodation to the identified LCC Nominee or CoLC Nominee within 3 working days.</p>	Allocations panel / CoLC	3 working days
15	<p>The identified LCC Nominee or CoLC Nominee shall have 5 working days to accept the Offer. If the Offer is not accepted, CoLC shall immediately notify the Allocations Panel of the Vacancy and the Allocations Process set out shall apply.</p>	CoLC / Nominee	5 working days
16	<p>Once the Allocation Panel Members have been confirmed, they shall be required to provide their contact details to LCC and CoLC (name/email) for the service of Allocation Panel notices under this Agreement.</p> <p>A party may change its details given by giving notice, the change taking effect for the party notified of the change at 9.00 am on the later of:</p> <ul style="list-style-type: none"> • the date, if any, specified in the notice as the effective date for the change; or • the date two Business Days after deemed receipt of the notice. 	LCC / CoLC	N/A

APPENDIX B

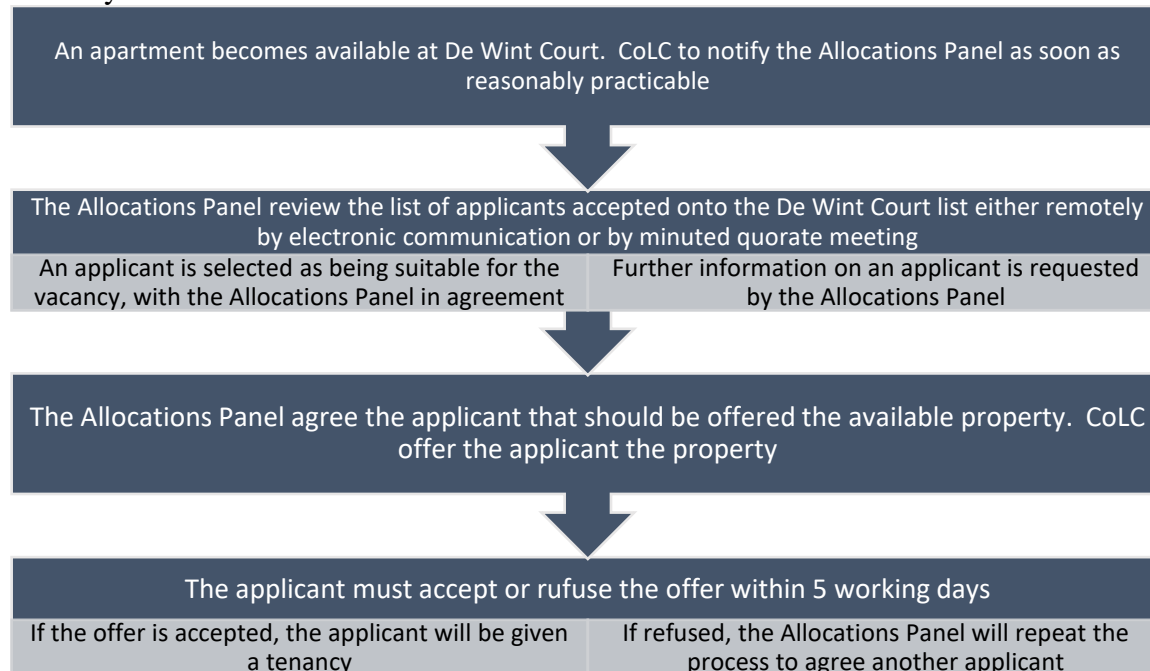
Nominations Process – Flow Chart

To be read in conjunction with the Nominations Agreement and the Nominations Process.

Day to day enquiries:



Vacancy becomes available:



APPENDIX C

De Wint Court Allocations at
26 September 2022

Overall totals	%	1 Bed	2 Bed	3 Bed	4 Bed	Totals
COLC Properties built		50	20			
CoLC Tenants housed		24	10			34
Non CoLC Tenants housed		26	10			36
CoLC vacancies created		20	11	3		34

SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 2 – 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 two report on Performance Indicators for the 2022/23 financial year (April 2022 – September 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, 7 are on or exceeding targets for the year (year-end), 13 have not met the normal targets set. Of the 13 measures that did not meet target, 8 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

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.

- 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:

Arrears as a % of rent debit

The arrears as a % of the debit is marginally above target with 4.76% achieved. Arrears are normally at their highest at this time with a reduction due at the end of Q3 and Q4 due to the rent-free weeks. Increased numbers of tenants are migrating over to Universal Credit (UC) meaning increasing arrears and the heightened costs of living has put pressure on households. The national period of mourning almost meant a hiatus in arrears collection which has had an impact on collection.

% of all priority repairs carried out within time limits (1 day) - HRS

Performance is slightly below the target of 99.5%. Since April there are 10 priority repairs that were completed outside the 24-hour window. Housing Repairs Service (HRS) are continually monitoring the volume of priority repairs and ensuring tickets are being closed down when repairs are made safe. The repairs service is experiencing issues with the repairs booked in on the Dynamic Resource Scheduling System (DRS) and its links to the Universal Housing IT system (UH). Some Asbestos information, job descriptions and time allocations are not transferring on to DRS or the mobile devices and more manual input is required until the replacement system is in place. This has impacted across measure HM 1a, HM 1b, HM 2 and HM 4, although the impact is slightly different across the measures.

Complete repairs right on first visit (priority and urgent)

We suffered a dip in performance in the month of August with a number of repairs requiring a second visit. Work is ongoing on adding some further codes to the system so we can determine the need for further visits i.e., the need for a secondary trade, insufficient time to complete on the first visit.

% of non-decent homes

At the end of the quarter, we had 125 non-decent properties which excludes refusals. The breakdown consists of 32 doors, 56 windows, 37 electrics and 1 roof (1 property fails both door and windows). We saw a reduction in non-decent properties from the previous month, this was mainly as a result of doors and windows installed in September and all previous failures for Chimneys now being resolved.

- 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 re-let time for standard dwellings is behind target but has improved compared to the same point last financial year. The voids team have faced an increase in the number of properties post pandemic, keys are now coming in at around 10 sets per week and in poor condition and therefore needing a considerable amount of works and some contractors have struggled to meet this demand due to the current market condition regarding labour shortages in the construction sector and affecting many local authorities. There have also been some delays with asbestos and sign ups where trying to accommodate tenants who are struggling to move. The teams are working to bring this closer to target for Q3.

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

There has been a slight reduction in over-all relet times from 50.71 days in Q1 although this is still behind target. There have been a number of challenges faced by the teams and a high number of transfers this quarter due to the De Wint sign ups. The team are working to reduce the overall number of days and contractors have placed additional labour into properties where necessary.

% of calls answered within 90 seconds

This indicator is the responsibility of the Customer Services function.

% of complaints replied to within target time

The complaints tracker continues to be presented at the Director of Housing and Investment's Extended Departmental Management Team (EDMT) on a monthly basis and any overdue/close to deadline complaints are highlighted to Service Managers on a weekly basis. The Specific/Single Point of Contact (SPOC) has also started to send holding letters to complainants if there are any complex or multi team cases which has increased communication with the customer, however due to the increase in complaints this quarter performance has dipped.

The main trends arising are around missed appointments/repairs from tenants, which has been recognised and actions are in place to mitigate with a dedicated maintenance team leader in the service investigating and responding to those complaints. Communication between teams dealing with those complaints/SPOC has improved with a dedicated 365 team in place to monitor and keep on top of those that are coming into the service area.

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? Yes/No

Do the exempt information categories apply? Yes/No

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

How many appendices does the report contain? 1

List of Background Papers: None

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

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LANDLORD SERVICES – PERFORMANCE 2022/23

APPENDIX A

Figures in brackets are the standalone quarterly figure.

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	Additional comments
Rents									
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%	97.69% (96.80%)				Rent collected £15,231,350.98
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%				Rent arrears £1,440,128.01
Voids									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)				
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days	39.0 days (40.2)				
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days	50.3 days (50.0)				
Allocations									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)				
Repairs (Housing Repairs Service)									
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	98.60%	99.47% (99.43%)				
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%	96.92% (97.10%)				
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days	1.9 days (1.9)				
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	92.04%	91.23% (90.56%)				
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)				Year to Date; Appointments Made – 3,300 Appointments Kept – 3,259
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%	99.85% (99.66%)				

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	Additional comments
Decent Homes									
50	% of non-decent homes	0.70%	0.80% (year-end target)	0.93%	1.60%				
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)				
Complaints									
22	% of complaints replied to within target time	66.90%	95%	76.92%	73.33% (67.06%)				
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%				
ASB									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%				ASB cases closed YTD – 122
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days				
Other									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%				
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%				
Customer Contact									
	% of calls answered within 90 seconds	20.52%	80%	10.26%	8.18% (6.38%)				Housing Repairs and Housing Helpdesk calls

'Lincoln Tenants' Panel and City of Lincoln Council

Appendix A

Tenant Involvement Strategy 2022- 2025

Foreword from the Tenants' Panel Chair

“The Lincoln Tenants' Panel support this Tenant Involvement Strategy and welcome the many opportunities it brings for tenants and leaseholders to have their say about how services are provided over the next three years and beyond. The information used to develop this strategy has been sourced based on our joint experience with tenants, best practice, legislation and guidance from our government.”

“Lincoln Tenants' Panel has dedicated a lot of time in shaping services and will continue to do this.”

Foreword from the Council's Portfolio Holder for housing

We are grateful to our Tenants' Panel for the time and effort they have given in helping understand the needs and aspirations of tenants. We continue to work closely together, sharing information and developing our housing service. Transparency with our tenants is very important to us and we have a very challenging future ahead of us. “

Introduction

The delivery of an excellent housing service requires high levels of performance, value for money and tenant satisfaction. In 2018 (the year our latest tenant satisfaction survey was undertaken) 86% of tenants reported that they were either very or fairly satisfied with the overall service received.

Coronavirus (COVID-19) Pandemic

The Coronavirus pandemic has caused major disruption and has led to a range of lock down measures to tackle the spread of the virus. These restrictions have changed the ways in which we operate and have limited our ability to interact with and serve customers.

Many of our contractors and suppliers have been affected and this has led to delays in many projects and programmes of work. We continue to monitor and respond to the situation. However, it is unlikely that we will return to the 'old normal' and will need to develop new and better ways to deliver housing services.

The new Tenant Involvement Strategy works closely with the Vision 2025 document, the City of Lincoln Council's strategic plan that sets out our long-term vision of:

“Together, let's deliver Lincoln's ambitious future”

It also sets out the council's strategic priorities:

- Let's deliver quality housing
- Let's drive economic growth
- Let's reduce inequality
- Let's enhance our remarkable place
- Let's address the challenge of climate change.

The Tenant Involvement Strategy will help contribute to meeting Vision 2025 by helping to 'deliver quality housing' as well as contributing to the other strategic priorities set out above. The next section goes into further detail and expands on these points.

Why do we involve tenants?

Involving tenants and residents is crucial in helping us to deliver outstanding housing services and without their input it would be difficult to provide quality services to tenants that meet their expectations.

The principles of effective involvement are that tenants and residents can:

- Have a choice that matters
- Help to get services right for all
- Hold the council to account for the decisions made
- Empower themselves through learning new skills and gain experience
- Empower communities through involvement.

A new charter introduced by the Government, the Charter for social housing residents (government Social Housing White Paper 2020) sets out what every social housing tenant should expect from their council:

To be safe in your home
To know how your landlord is performing
To have complaints dealt with promptly and fairly
To be treated with respect
To have your voice heard by your landlord
To have a good quality home and neighbourhood to live in
To be supported to take a step to ownership

New tenant satisfaction measures to be introduced by the Government

New tenant satisfaction measures are being introduced to assess how well we are performing against the standards. These are:

Theme

Overall

- Tenant satisfaction with overall service

Keeping properties in good repair

- Homes that do not meet the Decent Homes Standard (DHS). The DHS

	requires homes that are warm, weatherproof and have reasonably modern facilities
	<ul style="list-style-type: none">• Repairs completed within target timescales• Tenant satisfaction with repairs• Tenant satisfaction with time taken to complete most recent repairs
<i>Maintaining building safety</i>	<ul style="list-style-type: none">• Gas safety• Fire safety• Asbestos safety• Water safety• Lift safety• Tenant satisfaction that home is well maintained and safe to live in
<i>Effective handling of complaints</i>	<ul style="list-style-type: none">• Number of complaints received• Complaints responded to within Complaint Handling Code timescales• Tenant satisfaction with landlord's approach to handling of complaints• Tenant knowledge of how to make a complaint
<i>Respectful & helpful engagement</i>	<ul style="list-style-type: none">• Tenant satisfaction that the landlord listens to views and acts on them• Tenant satisfaction that the landlord keeps tenants informed about things that matter to them• Agreement that the landlord treats tenants fairly & with respect
<i>Responsible neighbourhood management</i>	<ul style="list-style-type: none">• Number of Anti-social behaviour (ASB cases)• Tenant satisfaction that the landlord keeps communal areas clean, safe, and well maintained• Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods• Tenant satisfaction with the landlord's approach to handling of ASB

The Existing Regulatory Framework and the White Paper

Under the existing regulatory framework and this white paper, we are committed to making this happen.

Some of the standards set out in the existing regulatory framework that relate to involving tenants include:

- Supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them
- Consulting with tenants about services by setting out clearly the costs and benefits of relevant service options and changes to services
- Consulting tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service
- Tenants should be given the opportunity get involved in:
 - their landlord's housing related policies and strategic priorities
 - making decisions about how housing related services are delivered, including the setting of service standards
 - scrutinising performance and making of recommendations to their landlord about how performance might be improved

In addition to this, revised consumer standards from the white paper are:

Safety

Landlords' safety responsibilities including safety within the home and in communal areas

Quality

Quality of the home, communal spaces, and services to tenants.

Neighbourhood

Landlords' role, working with other agencies to contribute to the wellbeing of neighbourhoods in which tenants live

Transparency

Landlords' role in making information accessible to tenants including roles and responsibilities within landlords, so tenants know who is responsible for matters relating to consumer standards.

Engagement and accountability

Engagement between landlords and tenants, including how complaints are handled. Landlords' accountability to tenants and treating tenants with fairness and respect

Tenancy

Requirements on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move

How the Government will ensure we comply with the standards set out above

The Government wants to

- See a transformed consumer regulatory regime which holds landlords to account in maintaining good quality homes and services, prioritising safety, treating tenants respectfully and being transparent with information. In short, our housing service will be inspected
- Retain the principle of co-regulation, as it ensures that the focus is on driving good outcomes for existing and future tenants
- Introduce new regime for regulating social housing. This will give tenants confidence that their landlord is being properly scrutinised
- Put safety at the heart of social housing regulation
- Make social landlords more transparent and accountable
- Strengthen the regulator's powers to enforce

Building and Fire Safety

Following the tragic events of the Grenfell fire in 2017, the Government introduced several measures to improve fire and building safety especially in high rise blocks and buildings of multiple occupancy.

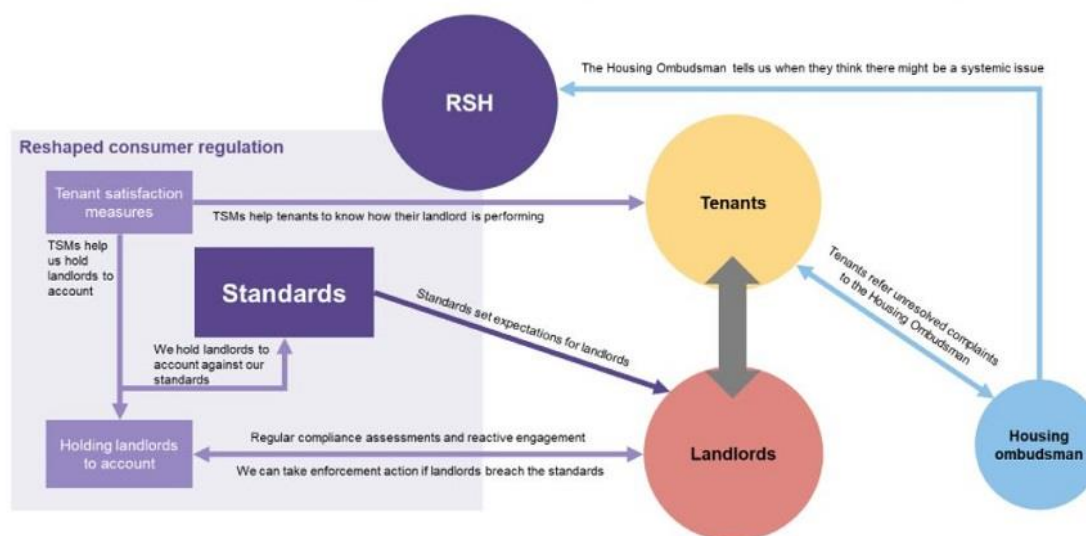
Building and fire safety reforms are currently coming into force alongside the white paper.

These reforms are being developed to help ensure your home is safe and that you feel safe.

A Building Safety Engagement action plan has been developed to look at getting 'buy in' for tenants and leaseholders living in flats by ensuring fire safety management and emergency plans are enacted, we need to find innovate ways of engaging with tenants and leaseholders.

Bringing it all together

This chart shows how the government wants to bring everything together:



What these things mean

Housing Ombudsman

Resolve complaints and disputes between individual residents and landlords

Regulator of Social Housing

Ensures the social housing sector is well run, viable and can deliver homes for residents. Sets standards for landlords and can act if they are breached.

Building Safety Regulator

Will help ensure residents of all high-rise buildings are safe.
Will oversee safety and performance of all buildings.

Department for Levelling Up, Housing and Communities

Puts forward legislation. Directs regulators and Ombudsmen
Sets rent rules

Tenant and leaseholder involvement is crucial to implementing the changes and we have set out how we intend to do this over the next 3 years within this strategy and in consultation with our Tenants' Panel.

Our Vision for our new strategy is to:

‘To provide a range of ways for tenants and leaseholders to get involved and using this to co-design of services and improvements.’

Our Objectives:

We have agreed five objectives for our Tenant Involvement Strategy. These are:

- 1. Co-design services with residents**
- 2. Facilitate community engagement**
- 3. Communicate key messages to residents**
- 4. Co-regulate with Lincoln Tenants’ Panel**
- 5. Expand the ways residents can get involved**

Involving tenants and leaseholders in these ways will help us to jointly deliver the top priorities identified.

We have developed an action plan which we intend use to help us achieve our objectives which can be found at the end of this document.

We have also consulted with tenants and leaseholders to find out what they see as their top priorities:

Top priorities for Tenants

- Improving services
- Investing more in home and estate improvements
- Building new council houses
- Improving the estate environment

Top Priorities for leaseholders

- Improve communication to ensure leaseholders views are taken into account

These priorities are also reflected in the council’s overall vision 2025 to deliver quality housing

- Let’s provide housing which meets the varied needs of residents
- Let’s improve housing standards for all
- Let’s build thriving communities
- Let’s help people have a sense of belonging
- Let’s ensure our development approach reduces our carbon footprint
- Let’s set the Lincoln Standard for sustainable zero carbon development

What have we achieved so far?

Our annual report to tenants continues to be published so tenants and leaseholders can keep up to date with our achievements and performance, however publications will be timelier and generally provided digitally, removing the need to publish at set intervals. They detail house building, improvements (Decent Homes and Lincoln Standard of housing), scheduled and responsive repairs, tenancy management including tenancy breaches, anti-social behaviour, rental income and the estate environment, as well as tenant involvement in these activities.

Since we launched our last tenant involvement strategy and despite the coronavirus pandemic, we are proud of what we have achieved to improve our tenant involvement service and the willingness of tenants and leaseholders to participate in this.

Tenants and leaseholders have contributed in many of the ways set out in our menu of involvement (see below). The pandemic has encouraged the use of digital communication, such as Facebook and Zoom, and made it easier for people to get involved.

We have also reached out to people through fun days and roadshows, which has enabled even more people to get involved and influence how services are delivered as well as gain their views on our agreed future plans.

Our menu of involvement

There are many ways in which tenants and leaseholders can become involved and these can be tailored to suit everyone. Our menu of involvement shows some of the options available:

- Lincoln Tenants' Panel, focus groups and forums
- Consultation and satisfaction surveys
- Mystery shopping
- Estate and tenant inspections of services
- Community and resident groups and their representatives/spokes person
- Community projects
- Consultations, events and roadshows
- Home magazine and the Annual Report to tenants, including writing and editing for these
- Following, commenting and messaging us via our social media channels . Facebook page: City of Lincoln Council – Resident Involvement

Support for tenant and resident involvement

New technology presents exciting opportunities, and we will take full advantage of this.

Training and support are in place to help anyone who wants to get involved from IT skills and support with out of pockets expenses, travel costs, catering to childcare costs. Tenants are encouraged to talk to the resident involvement team about their learning and support needs to enable them to participate in any of our involvement options.

Reward vouchers are also available to our Tenant Panel Members and for other involvement activities.

We are always willing to discuss new ways tenants and leaseholder can get involved as we understand that 'one size' does not fit all. Timing, accessibility and creating an inclusive and co-ordinated strategy allows us to meet the aspirational outcomes together.

In addition, we have a dedicated resident involvement team who will co-ordinate resident involvement across the organisation and provide support for involved tenants.

Recruitment

Successful delivery of the strategy will also require sufficient numbers of tenants being involved. It is therefore critical that efforts are made to retain those already taking part and to recruit new tenants to the groups.

Equality, Diversity and Human Rights Statement

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

Our tenant involvement strategy does not discriminate and aims to involve tenants and leaseholders regardless of their age, gender, sexual orientation, race, culture, beliefs, or disability.

Climate Change

The Council is committed to working with tenants and leaseholders to find new solutions to reduce carbon emissions. Our repairs service, and investment in our housing stock can have a significant impact on climate change locally. Reducing carbon emissions is a big challenge for our housing service, now and in the future.

Our commitment to addressing climate change sets out our objectives.

- Let's ensure our development approach reduces our carbon footprint
- Let's set the Lincoln standard for sustainable zero carbon development
- Let's make walking, cycling and the use of public transport the best and favourite way to move around Lincoln
- Let's ensure the city's infrastructure is fully adaptable and resilient to the challenges of climate change
- Let's make our existing housing and business premises energy efficient

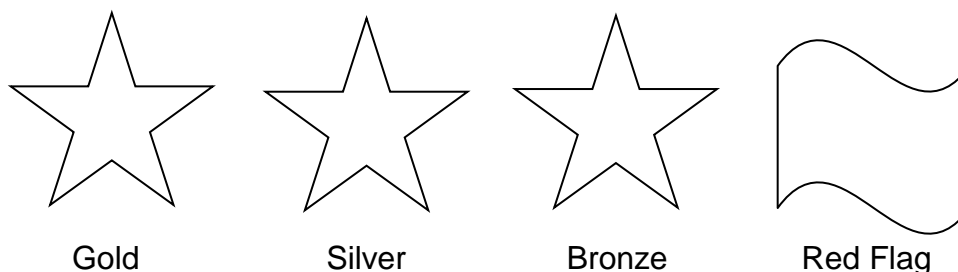
Practical tips and ways to get involved can be found in our Climate Change Commission at (www.lincolnclimate.org.uk)

Delivering and monitoring outcomes of the strategy

The resident involvement team will take the lead in its delivery. Throughout the lifetime of the strategy the resident involvement team will review the strategy with Lincoln Tenants Panel to ensure the objectives are being met and activities are providing value for money.

Housing Scrutiny Sub Committee and housing managers will receive updates about progress and have the opportunity to provide input into the strategy.

The Lincoln Tenants' Panel will assess the progress of the strategy using a rating system as follows:







As part of the launch of our strategy Lincoln Tenants Panel have carried out an initial assessment to give us a starting position against which we can monitor outcomes.





Feedback on the strategy






We welcome your views on our resident involvement strategy. You can:





- *  email us at: LTP@lincoln.gov.uk
- *  phone us on 01522 873398
- *  visit us at Facebook-search City of Lincoln Council-Resident Involvement.





Appendix A-Action Plan





Objective	Action	Lincoln Tenants' Panel Assessment
<p>Co-design services with residents</p> <p>Expand the way residents can get involved</p>	<p>Housing Revenue Account Business Plan</p> <p>Involve tenants and leaseholders to review Housing Revenue Account Business Plan and delivery plan</p> <p>Agree on what tenant and leaseholder involvement is needed to successfully deliver any actions</p>	
	<p>Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made</p>	
	<p>Continue to resource tenant involvement: Agree the level of tenant involvement and the level of resources that should be available to deliver service changes</p>	
	<p>Review customer feedback and use it to improve services, ensuring a record is kept demonstrating how feedback has been used.</p>	

	Carry out consultation with residents on the estate improvement programme	
	Develop and deliver the building safety engagement strategy and deliver the actions set out within it	
	Develop an on-line training module for tenants and staff to educate the importance and requirement for tenant involvement in service delivery and development.	
	Support joint working opportunities for tenants to share best practice with other social landlord tenants and supporting bodies.	
Objective	Action	Lincoln Tenants Panel Assessment

Facilitate community involvement	Neighbourhood and Community groups	
	Promote wider community involvement and target hard to reach groups such as leaseholders and young people to get involved in housing services	
	Gain feedback from the neighbourhood boards and community groups to inform service improvement	
	Assist in the delivery of community projects as agreed within the housing service plan	
	Involve tenants and leaseholders from community groups in involvement activities	
	Support tenant representatives to support community groups in their areas	

Objective	Action	Lincoln Tenants Panel Assessment
<p>Communicate key messages and increase digital engagement</p> <p>Expand the ways residents can get involved</p>	<p>Implement a continuous reporting model for performance by increasing the frequency and methods used to publish information</p>	
	<p>Home Magazine</p> <p>Publish timely information throughout the year and publish this digitally and in user friendly formats</p>	
	<p>Annual Report</p> <p>Publish timely performance data and the Annual Report to Tenants each year and publish this digitally and in user friendly formats</p>	
	<p>Help volunteers to use platforms, such as Zoom and Microsoft Teams to give better access to involvement opportunities</p>	

	Creatively and continually develop our menu of involvement	
	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service	
Objective	Action	Lincoln Tenants Panel Assessment
Co-regulate with Lincoln Tenants Panel	Continue to support and develop LTP Agree annual workplan with agreed officer attendance as required Implement the revised constitution	
	Agree and implement a programme of reviews into areas of the service where LTP have concerns about improvements	

	Carry out joint inspections of sample voids properties to check that they are at the expected standard before letting (voids are the current vacant properties)	
	Review complaints to inform service improvements	
	Jointly monitor performance through Housing Scrutiny Sub Committee	
	Develop an annual planner for involvement activities and training and monitor its delivery	

Appendix B-Risks that threaten delivery of the strategy

There are a number of risks that could potentially threaten full delivery of the strategy. These have been set out in the table below.

Risk	Consequence	Controls in place
Lack of residents involved	Insufficient numbers involved result in groups not running or operating effectively	Recruitment plan in place that continually recruits tenants. Quickly address issues that might cause involved tenants to leave
Members of staff not complying with resident involvement duties/guidelines	Residents not consulted or involved, leading to complaints and potentially leading to a regulatory breach. This could also lead to a legal challenge	Staff awareness training to be carried out
Key involved residents leave e.g. LTP chairperson	Groups lose leadership and/or coordination and stop running	Succession plans to be put in place for key groups
Disagreements between involved residents	Groups stop running for a period of time or completely collapse	Adequate terms of references in place. Resident involvement team to provide mediation
Weak or no terms of reference in place for groups	Groups are not able to run due to a lack of clear processes in place	Resident involvement team to offer advice to groups on terms of references
Insufficient budget in place	Lack of a budget would mean groups could not pay for meeting rooms, equipment, or training. This could severely restrict their ability to operate	Resident Involvement team and LTP to monitor the involvement budget

HOUSING SCRUTINY SUB-COMMITTEE**3 NOVEMBER 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
Minutes from the previous Lincoln Tenants Panel meeting	Donna Lyons, Resident Involvement Manager	11/08 meeting, Mick requested a copy of the minutes be added to all future agendas for information
Lincoln Tenants Panel Matters	Mick Barber, Chair of LTP	Reserved time for LTP topics
Planned Works Programme 2022/23	Kev Bowring/Daren Turner	Requested by Chair 17 Oct 2022 via e mail
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
Quarter 2 Performance Update	Gareth Griffiths	Regular Report
Tenant Involvement Strategy Action Plan	Andrew McNeil/Donna Lyons	Progress Update
Work Programme 2022/23	Ali Hewson	Regular Report

Updated 6 July 2022

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
30 Year Housing Plan Update	Paul Hopkinson	Agreed with Chair at pre meet 24 Oct 2022
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
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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