

HOUSING SCRUTINY SUB-COMMITTEE

Thursday, 9 March 2023

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), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP)
Substitute LTP Member:	Steven Bearder (Member of LTP)
Officers attending:	Democratic Services, Yvonne Fox and Matthew Hillman

A G E N D A

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Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
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Present: Councillors Councillor Gary Hewson (*in the Chair*), Alan Briggs, Jane Loffhagen, Mark Storer, Pat Vaughan and Loraine Woolley

Apologies for Absence: Steven Bearder

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

27. Confirmation of Minutes - 3 November 2022

RESOLVED that the minutes of the meeting held on 3 November 2022 be confirmed and signed by the Chair as a true record.

28. Declarations of Interest

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Housing Revenue Account Business Plan 2023/28'.

Reason: His granddaughter worked in the Finance Section at the City of Lincoln Council.

29. Lincoln Tenants Panel Project Update

Mick Barber, Chair of Lincoln Tenants Panel, provided a written report on the panel's continued work on a variety of projects with tenancy services, fire safety assurance, maintenance, business management and resident involvement teams. The briefing note was designed as a regular update to members of Housing Scrutiny Sub Committee, covering the following areas:

- Within tenancy services LTP was working with the Voids Team and had agreed to change the format of inspecting voids – All LTP members were to attend a refresher voids inspection training programme and attend a quarterly working group to review voids process to enhance the process and to put forward recommendations. LTP understood inspecting a targeted one property a week may be difficult due to property type and availability, and had agreed to inspect as many as possible taking direction from the voids team – our aim was to increase from 5% to 10%.
- LTP continued to review the complaints process and we were due to hold our third meeting in Feb/March. We had requested recommendations to be shared with relevant officers together with a request for further feedback relating to some complaints.
- LTP were working closely with the Interim Maintenance Manager on the schedule of 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. We had posted eight schedule repairs posts on our Face Book Page to promote and encourage tenants to make an appointment.
- We continued to hold our monthly LTP meetings.

- We held our AGM and formally adopted our Constitution on Monday 7th November 2022. Two members of the public attended expressing interest, resulting in a new member of LTP.
- The Resident Involvement Manager hosted a celebration event on Wednesday 15th November 2022 to acknowledge all the challenging work over the last couple of years in creating the LTP Constitution and the Tenant Involvement Strategy. The Mayor, Director of Housing and Portfolio Holder for Housing attended and kindly presented LTP with a Thank You speech.
- LTP volunteered and assisted the Resident Involvement Manager at the Jarvis and Shuttleworth House fire safety exercise and engagement event. We found both events successful, in particular, tenants at Jarvis House actively engaged with officers and Lincolnshire Fire and Rescue.
- He had stood down from ARCH and was pleased to confirm Debbie Rousseau as his replacement. She attended a meeting in January 2023.
- In November 2022, five LTP members attended a free ARCH Conference. The conference delivered 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, presented information on the proposed tenant satisfaction measures and regulatory changes. Caritas Charles – Policy and Insight Manager addressed the conference on resident engagement in building safety.
- Three LTP members were working with Keeley Johnson and Area Housing Managers to create an Anti-Social Behaviour (ASB) working group looking at ASB cases on a quarterly cycle and had recently completed their first review. The working group were also in the process of trying to obtain an ASB accreditation.
- In November 2022, he attended the Social Housing Quality Register Panel (SHQR) launch event which highlighted how the Resident Panel would run over the next 12 months, providing the panel with opportunities to discuss topics. The SHQR panel would focus on one of the chosen topics, “how complaints are managed by landlords and the Housing Ombudsman” via the online community, a platform used to share experiences of social housing and thoughts about related government policies, ensuring and enabling us to have direct communication with The Department for Levelling Up, Housing and Communities (DLUHC) and help drive change for the future. The online community would involve a mixture of activities, questions and discussions on an aspect of the social housing quality programme.

RESOLVED that the content of the written update from the Chair of LTP be noted with thanks, to be continued as a regular agenda item.

30. Housing Revenue Account Business Plan 2023/28

Paul Hopkinson, Senior Housing Strategy Officer, presented his detailed report on the Housing Revenue Account (HRA) Business Plan 2023/28, which set out proposals to undertake a thorough review of the HRA during the first half of 2023 with the goal of developing an exciting 30-year business plan looking forward with what we wanted to achieve over the next 30 years.

He gave a power point presentation to members covering the following main areas:

- Our Five Strategic Priorities
- Strategic Priority 3 - Lets deliver quality housing
- Purpose of the Report
 - To consult on the HRA Business Plan for 2023/24
 - To discuss the development of a wide ranging 30-year Business Plan during 2023
- Introduction and Background
- Inhibiting Factors 2022
- What had Changed
- HRA Business Plan 2023-2028
 - Primarily a financial document
 - Outlined the environment the service operated in/main challenges
 - Set out income and projections for the next five years
 - Wide ranging consultation on the development of the plan
 - Financial details fully congruent with MTFS
 - Details of revenue and capital expenditure included
 - Detailed Action Plan included
 - Five-year business plan supported delivery of key housing services
- Looking to the Future -30 Year Plan
 - We knew the gaps and were starting to fill them
 - Allocated time and resources to set up a Project Team and develop a Project Plan
 - Goal to develop the 30-year business plan by summer 2023
- Summary
 - Setting a HRA Business Plan for 2023/24
 - Proposal for development of a wide ranging 30-year Business Plan during 2023.

Members discussed the content of the report and power point presentation in further detail.

The following comments/questions were made, responded to by officers as follows:

- Question: There was nothing in the HRA Business Plan regarding decarbonisation or our pledge to address net zero carbon emissions by 2030?
- Response: The City was in a better position than others in respect of decarbonisation saturation rates, currently at a SAP (energy efficiency) rating of 70 which was higher than the national average of 67. An extensive programme of improvements to council house stock over the next year included A Class replacement boilers, new double glazed windows, new external doors and heating systems, in order to improve home efficiency and get closer to the decarbonisation rate. The aspiration for future development of electronic/nitrogen replacement energy systems looking towards a sustainable future continued, although it was not yet available.
- Comment: The pledge to achieve Zero Carbon in the city by 2030 was a huge long-term vision which required extensive government funding to achieve. We must prove as a Housing provider that we were doing all we could.
- Response: The costs to achieve Zero Carbon in the city were phenomenal, we did not have the financial resources or the current technology to replace gas boilers. The ambition was to be carbon neutral by 2030.

However, it could not be said that all housing stock would be carbon neutral by 2030. Officers would look to add information to the HRA Business Plan to aid an understanding as to the actions we were taking towards decarbonisation and our pledge to address net zero carbon emissions by 2030. Hopefully there would be a technical fix available in the next 3 to 5 years.

- Question: How was the allocation of replacement kitchens, bathrooms, doors, windows and heating systems prioritised?
- Response: All the contracts were currently either procured or out for procurement using smaller local contractors. Work would be conducted in tranches on a cyclical maintenance programme according to need. There were issues in staff recruitment covering all professions across the whole country, which was a problem.
- Question: Was it possible to stop the 'Right to Buy' Scheme for council housing stock?
- Response: This was not an option at the current time. The scheme was set down under government legislation. We were keeping our housing stock at a healthy level with new builds. The Western Growth Corridor development would help. The only way to increase the number of homes was through investment, not just building our own properties but other organisations doing the same.
- Comment: An LTP member highlighted an issue with some of the compliance controllers on new heating systems being too sensitive.
- Response: Officers agreed to look into this matter.
- Question: What was the current position in relation to recruitment of tradesmen within the housing service?
- Response: The service was gradually catching up and was looking to different approaches on recruiting staff particularly around apprenticeship opportunities.
- Question: Was it possible to review the Tenancy Agreement Policy to make it mandatory for operatives to enter properties to carry out updated works?
- Response: It was not possible to insist that tenants had new kitchens or bathrooms installed if they didn't want them. Older people in particular did not want the upheaval.
- Question: How did the council deal with mould and damp in its housing stock other than painting over it? Was there a dedicated team to deal with this issue?
- Response: There had always been a mould and damp procedure. Many pre-war properties were not designed to be air-tight. Heat retention improved efficiency however ventilation was also important. There was a dedicated team of staff to deal with the increase in mould and damp complaints, also looking at best practice and updating procedures accordingly. Tenants would always be moved from their property if they were at risk of bad health due to mould.
- Question: Was there to be a revision of the Decent Homes Standard in the private rented sector?
- Response: This was in the consultation and development stage. Members would be updated in due course.
- Question: Would a Tenancy Verification Business Plan be produced?
- Response: The HRA action plan had not been approved as yet. Once agreed ID verification visits would be built into the service plan.

RESOLVED that the HRA Business Plan 2023/24 be noted and the development of an updated 30-year business plan during 2023 be supported.

31. Homelessness and Rough Sleepers Update (To Follow)

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

With respect to lettings by band, the authority was required to ensure that any household which was homeless or threatened with homelessness was prioritised for accommodation.

In addition, the Council had a quota for transfer applications to move into more suitable accommodation that met their changing needs. The target for transfers was 25% of all lettings to ensure we met local needs and Government priorities.

Members commented as follows:

- How did the council prevent tenants from making unscrupulous comments regarding homelessness to secure priority accommodation?
- Response: The Homelessness Policy was a very in depth document. If any person gave false information it was classed as fraud which would be reported.

RESOLVED that the content of the written update provided by officers be noted.

32. Draft Policy- Downsizing Incentive Scheme

Keeley Johnson, Tenancy Services Manager, provided a power point presentation to members of Housing Scrutiny Sub Committee entitled 'Draft Downsizing Incentive Scheme', which covered the following main areas:

- Current Reality
 - Nationally there were large numbers of tenants under occupying their current general needs rented accommodation -many were older people occupying family houses whose families had grown up and left home.
- Current Waiting List July 2022
- Scope of the Scheme
- Under -Occupancy and Lincoln
- Aims of the Scheme
- Financial Incentive Proposals
- Eligibility
- Downsizing through a Mutual Exchange
- Help Moving
- Outcomes Desired
- Risks
- Further Considerations

Members discussed the content of the power point presentation in further detail.

Mick Barber, Chair of LTP thanked the Tenancy Services Manager for her presentation. This was not a new scheme. There had been much discussion

between LTP members, councillors and officers, resulting in the draft proposal in front of us this evening. He hoped the initiative was adopted as it gave dignity to tenants in downsizing.

Questions from members followed:

- Question: Was it proposed that members could downsize from a four bedroomed home to a two bedroomed home rather than just to a one bedroomed property?
- Response: Yes there would be an element of discretion.
- Question: How long were tenants entitled to receive Discretionary Housing Payment (DHP)?
- Response: This was administered by the Benefits Team. At the current time, there was a significant reduction in finance for the scheme available to local authorities. It was important to see tenants making the effort to move from DHP.
- Question: Was there a timescale for receipt of DHP?
- Response: The initial help was given for 6 months and then reviewed. It had been intended to be a short-term bridge for tenants until their circumstances changed.
- Question: It was good to see incentivisation in the proposed downsizing scheme. Would allowances be made for carers who needed separate bedrooms?
- Response: Yes each case would be dealt with on an individual basis according to need.
- Question: Would the policy on the Mutual Exchange Scheme be tightened up?
- Response: This was set out under government legislation with few grounds to refuse. It would be included in the Downsizing Policy.

RESOLVED that the content of the power point presentation be noted with a further report on progress with the Downsizing Policy to be brought back to Housing Scrutiny Sub Committee in the new Municipal Year.

33. Change to Order of Business

RESOLVED that the order of business be amended to allow the report entitled 'Scheduled Repairs Update at Quarter 3' to be considered as the next agenda item.

34. Scheduled Repairs Update Quarter 3

Matt Hillman, Assistant Director of Housing and Investment:

- a. presented an update on the Scheduled Repairs project being delivered as at Quarter 3
- b. reported on the background to the Housing Repairs Service as detailed at paragraph 3 of the report
- c. provided an update on scheduled repairs performance at Quarter 3 as follows:
 - 4,139 Scheduled Repairs (SR) raised in Q3.

- SR repairs completed within target time – 99.24%
 - SR First Time Fix – 96.11%
 - SR Appts Made and Kept – 98.43%
- d. reported that Customer Services were now offering appointments at first contact, this should reduce the additional workload on the Resource Planning Team
 - e. highlighted that the service area was seeking to increase the efficiency of SR by reducing timescales from a 12-week cycle to a 9-week cycle, which should improve customer satisfaction by reducing the amount of time residents waited for the completion of non-urgent repairs
 - f. advised that a Process Manual for SR Team Leaders was currently being written in order to provide consistency across the service
 - g. referred to considerations that had a significant impact upon service area performance as detailed at paragraph 4.2 of the report
 - h. invited committees questions and comments:

Comment: There had been a decrease in the number of apprenticeships. It was pleasing to see the scheme was to be relaunched.

Response: The Council would engage with Lincoln College in a community scheme to offer paid work during the school holidays to students studying two year apprenticeship schemes at College. This enabled them to gain the practical experience they required.

Question: When would plans for scheduled repair timescales to be reduced from a 12-week cycle to a 9-week cycle come into effect?

Response: The service was currently carrying out a rebalancing of scheduled repairs across all areas, which would gradually reduce the 12 week cycle to 9 weeks.

Comment: Tenants were aware that Customer Services were not reporting repairs to the Resource Planning Team.

Response: Appointment times were left open for this purpose. Officers would investigate this matter further.

RESOLVED that the contents of the report be noted.

35. Tenancy Sustainment Update

Keeley Johnson, Tenancy Services Manager;

- a. presented a report to update Members on the current position regarding tenancy sustainment within Tenancy Services
- b. advised that Tenancy sustainment continued to be a key priority for City of Lincoln Council (CoLC); the Covid-19 pandemic and subsequent increase in the cost of living had seen and increased need to provide tenants with essential support

c. highlighted that:

- Sustaining tenancies had long been important for social landlords wishing to not only maximise income into the housing revenue account but also to maximise tenant's income.
- We aimed to allow tenants to thrive in their homes and reduce the risk of tenancies failing.
- Evictions on average costed between £7,000 and £10,000 without including any further temporary accommodation costs which could be in the region of £140 a night for a family should B&B be required.
- With the increasing numbers of homelessness and pressure on the housing register, there had never been a higher need to sustain tenancies and stabilise communities.

d. explained that in April 2022 three Housing Officers on two-year contracts were created, dedicated to working on our sustainment objectives, split into four phases as detailed at paragraph 3 of her report as follows:

e.

- Phase 1 - Pre tenancy support for vulnerable tenants
- Phase 2 - Roll-out of referrals to any tenant at risk of enforcement action
- Phase 3 - All general referrals accepted for any tenant experiencing some type of hardship
- Phase 4 - Forming strong relationships with the third sector

f. presented figures on the current position regarding sustainment of tenancies and enforcement action; eviction used only as a last resort, together with information on arrears and benchmarking as detailed within the officer's report

g. highlighted that members were not being asked to agree the three posts to be added to the establishment as this required a business case to be prepared to carry forward this process

h. requested that members note the actions to support tenants in order to improve levels of tenancy sustainment.

Members discussed the content of the report in further detail.

Mick Barber, Chair of LTP gave credit to the work of the Tenancy Team.

Members asked:

- Question: Were referrals for accommodation made to other private housing providers e.g. Framework, Eden Housing Association?
- Response: Yes this was the case.
- Question: Was the pre tenancy support offered to vulnerable tenants voluntary or compulsory?
- Response: This type of support was not compulsory as the council could not force tenants to engage. It was only a small number of tenants that needed this support, however, a minority of cases could take up a huge amount of time. There were no causes for concern in this area.
- Question: At what point in the process did officers approach tenants to ask whether they required any pre-tenancy support?

- Response: This was done by telephone or letter prior to the tenancy contract being signed. This allowed this dedicated resource to be prioritised according to need before the tenancy was taken up. The Allocations Team also offered assistance.

Members praised the work of the Tenancy Sustainment Team in assisting residents in maintaining their tenancies.

RESOLVED that the content of the presentation and discussions held be noted.

36. Work Programme 2022/23

The Democratic Services Officer:

- a. presented the final work programme for Housing Scrutiny Sub-Committee for 2022/23 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 the content of the work programme be noted.

37. Exclusion of the Press and Public

RESOLVED that the press and public be excluded from the meeting during consideration of the following item(s) of business because it was likely that if members of the public were present there would be a disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

38. Kier Contract-Final Account Settlement (Verbal Report)

Daren Turner, Director of Housing and Investment provided members with details of the final account settlement in respect of the Kier contract as agreed with the Legal Team.

RESOLVED that the verbal update be noted.

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Lincoln Tenants' Panel Project Update

Lincoln Tenants Panel (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 the Void Support Officer from the Voids Team and have agreed to change the format of inspecting voids – All LTP will attend a refresher voids inspection training programme on 1st March 2023 and attend a quarterly working group to review voids process to enhance the process and to put forward recommendations. All voids inspected are of high quality and meet all requirements ready to let.

We continue to review the complaints process and our third review will take place on 28th February 2023. We have requested recommendations shared with relevant officers together with a request for further feedback relating to some complaints and the format used.

LTP are working closely with the 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.

We have posted on our Face Book Page eight schedule repairs posts to promote and encourage tenants to make an appointment. We are in the process of working with the Communications Manager and the Interim Maintenance Manager looking at how we can share information regarding damp and mould with our tenants.

We continue to hold our monthly LTP meetings.

Debbie Rousseau continues to represent City of Lincoln Council (COLC) on the Association of Retained Council Housing (ARCH) committee.

LTP members continue to work with the Tenancy Services Manager and Area Housing Managers on the ASB accreditation and have recommended quarterly meetings to review ASB cases – the first review will take place in March 2023.

In November, I attended the Social Housing Quality Register Panel (SHQR) launch event which highlighted how the Resident Panel will run over the next 12 months, providing the panel with opportunities to discuss topics. The SHQR panel will focus on one of the chosen topics, "how complaints are managed by landlords and the Housing Ombudsman" via the online community, this is a platform used to share experiences of social housing and thoughts about related government policies, ensuring and enabling us to have direct communication with the Department for Levelling Up, Housing and Communities (DLUHC) and help drive change for the future. The online community will involve a mixture of activities, questions and discussions on an aspect of the social housing quality programme. Our next online panel meeting is in March 2023. Thank You!

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SUBJECT:	LINCOLN TENANTS' PANEL ANNUAL REPORT
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MICK BARBER - CHAIR OF LINCOLN TENANTS' PANEL

1. Purpose of the Report

1.1 The purpose of this report is to provide an overview of the activities and achievements of the Lincoln Tenants' Panel (LTP) for the period from December 2021 to December 2022.

2. Summary

2.1 The Lincoln Tenants' Panel produces a report each year, which sets out their main activities and achievements in the past 12 months. It also reports on priorities for the following year.

3. Overview of the Year

3.1 Moving on from Covid 19 pandemic and the lockdown periods, Lincoln Tenants Panel have strived to maintain and reintroduce business activities, and now have a mixture of face to face and virtual meetings. We held our three-year general meeting in November and attended a celebratory event at the Guildhall.

4. Main Activities

4.1 The Lincoln Tenants' Panel over the last year has been involved in a wide range of activities. These included:

- Contributed to the development of a new Tenant Involvement Strategy for 2022 to 2025 which has received the approval of the Council's Executive Committee.
- Contributed to the development of a Building Safety Resident Engagement Strategy which has received the approval of the Council's Executive Committee.
- Revised its Constitution which has received the approval of the Council's Executive Committee.
- Contributed towards the development of the HRA Business Plan and Asset Management Strategy.
- Engaged with the Repairs Service Managers to develop a pilot scheme for scheduled repairs, which has now concluded and has been integrated into how repairs are carried out across the City.
- Monitored performance and challenged the council over issues.

- Re-introduced tenants' inspections for void properties and estate inspections.
- Helped to improve information provided to tenants about home garden maintenance.
- Attended HSSC meetings and represented tenants where possible.
- Attended a training event at Trafford Hall.
- Working with Tenancy Services applying for ASB Accreditation status.
- Quarterly reviews carried out to assess complaints processes and procedures.
- Attended three fire safety engagement exercises delivered in partnership with Lincolnshire Fire & Rescue and City of Lincoln Council at Trent View, Shuttleworth House and Jarvis House.

5, Priorities for the Next 12 Months

Over the next 12 months LTP have set out in their work plan the activities it will be involved in.

5.1

- Complaints monitoring.
- Review of Tenant Involvement Strategy action plan matrix.
- Tenant Inspection of void properties.
- Tenant estate inspections.
- Performance monitoring.
- Implementation of Tenant Satisfaction Measures.
- Review of tenancy services complaints.
- Continual review of schedule of repairs.
- Review and revise Lincoln Standard.
- Review communal door investment programme.
- Review and revise communal area policy.
- Review and revise repair policy.
- Continue development of the HRA Business Plan and Asset management Strategy.
- Panel member of DLUHC Social Housing Quality Resident Panel.

6. Thank You and Acknowledgements

6.1 As Chair of Lincoln Tenants Panel, I would like to thank our tenants' representatives, councillors and officers for their work in supporting our panel.

7. Recommendation

7.1 Housing Scrutiny Sub Committee are asked to note the contents of this report.

SUBJECT:	FIRE SAFETY UPDATE
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHORS:	MATT HILLMAN ASSISTANT DIRECTOR, INVESTMENT & MARTIN KERRIGAN FIRE SAFETY ASSURANCE MANAGER

1. Purpose of Report

- 1.1 To update Committee on City of Lincoln Council's (CoLC's) actions / progress on fire safety considering recent and impending changes to fire legislation in England.

2. Background

- 2.1 The Fire Safety Act 2021 – Came into force 16 May 2022 clarifying which of our buildings The Regulatory Reform (fire safety) Order 2005 applies and highlighting areas to be covered within fire risk assessments, specifically:

- The structure and external walls of the building, including cladding, balconies and windows.
- All doors between the domestic premises and the common parts (e.g., entrance doors to individual flats which open on to common parts).

The effect of the Act is to require fire risk assessments of buildings with two or more sets of domestic premises to be updated to take account of structure, external walls and doors, as described above, if they have not already done so.

- 2.2 The Fire Safety (England) Regulations 2022 came into force 23 January 2023 imposing specific duties on the responsible person regarding high rise residential buildings, specifically:

- Inspection programme for fire doors
- Information to residents
- Prescribed information to fire services

- 2.3 The Building Safety Act 2022 (Granted Royal Assent 28 April 2022) – Applicable to High rise buildings only.

All buildings in scope of the Act will need to be registered with the Building Safety Regulator between **April 2023** and **October 2023**. Once registered, the Accountable Person(s) or landlord must apply for a Building Assessment Certificate, a process which is expected to begin **April 2024** and will require information about the reasonable steps taken to prevent building safety risks.

3. Progress to Compliance

- 3.1 The Fire & Safety Assurance Team has recently appointed a Fire and Safety Assurance Manager and Fire Safety Manager, who are working to ensure all the requirements of the above legislation are met.
- 3.2 A fire strategy has been developed and will be progressed through normal channels for scrutiny and approval.
- 3.3 Housing Repair Service (HRS) Compliance team (BM TRADA Accredited) are now in place and undertaking fire door checks within the 3 high rise premises. Once completed these inspections will be rolled out through remaining stock on a risk-based priority. Ongoing checks will be scheduled with local staff and specialist oversight.
- 3.4 The requirements specified by the Fire Safety (England) Regulations 2023 were met prior to the 23 January 2023 deadline.
- 3.5 Training exercises were carried out at the 3 Highrise residential blocks by Lincolnshire Fire and Rescue Service, providing them with valuable experience and the opportunity to comment on current safety systems provided by CoLC.
- 3.6 De Wint Court has been reinspected by Lincolnshire Fire and Rescue and assessed as satisfactory.
- 3.7 A fire risk assessor has been contracted to undertake Fire Risk Assessments of low-rise (general needs) properties and is making good progress in reducing the backlog of premises yet to be assessed. The correct information as specified by required by The Fire Safety Act 2021 is being recorded.
- 3.8 Fire Risk assessments for CoLC specialised housing premises are underway with the backlog steadily reducing.
- 3.9 Work is progressing toward registration of the three high rise residential premises, in particular the tenant engagement strategy and evidence gathering for building safety cases.

4. Strategic Priorities

4.1 Let's deliver quality housing

Fire Safety inspections by the Fire Service are booked for all three high rise residential buildings, work is underway to ensure we meet their requirements.

Simplify the recording and monitoring of actions arising from the fire risk assessment process.

Progress information gathering and development of Safety Cases for the for October 2023 deadline.

5. Organisational Impacts

5.1 Finance

Any remedial works or improvement works to be costed as and when identified.

5.2 Legal Implications including Procurement Rules

None.

5.3 Equality, Diversity and Human Rights

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

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

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

5.4 Human Resources

None.

5.5 Land, Property and Accommodation

None.

5.6 Significant Community Impact &/or Environmental Impact

None

5.7 Corporate Health and Safety implications

None.

6. Risk Implications

6.1 None compliance with legislation

7. Recommendation

7.1 Members are asked to note the fire safety update.

Is this a key decision? Yes/No

Do the exempt information categories apply? No

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

How many appendices does the report contain? None

List of Background Papers: None

Lead Officer: Martin Kerrigan, Fire Safety Assurance Manager
Telephone (01522) 873393
Email address: Martin.Kerrigan@lincoln.gov.uk

SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 3 – 2022/23

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING

1. Purpose of Report

- 1.1 To provide Housing Scrutiny Sub Committee with a quarter three report on Performance Indicators for the 2022/23 financial year (April 2022 – December 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), and 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. 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.

The following summary provides a brief explanation of reasons where we have

achieved our targets (green rating) Particular areas to highlight are:

% of rent collected as a percentage of rent due

Despite challenging times for tenants, at the end of quarter 3 the percentage of rent collected as a proportion of rent owed year to date achieved 100.46%. This was above the high target for the quarter of 96.5% and was in line with the collection rate seen in quarter 3 of 2021/22. It is important to note that in December 2022 there were 2 rent free weeks granted to residents. This takes place annually in December. These rent free weeks resulted in there being a slightly lower amount of rent to be collected in the quarter, which was a contributing factor to this positive outturn. During the quarter, the addition of Sustainment Officers has ensured that vulnerable tenants are supported and income is maximised.

Arrears as a % of rent debit

The current tenant arrears as a percentage of the annual rent debit at the end of quarter 3 was 3.33%. This was below the high target for the quarter of 4.65% (low is good) and 1.43% less than the previous quarter. This latest outturn equates to the overall rent arrears at the end of December 2022 being £40,000 less than the same point the previous year. This was a significant improvement and was as a result of with the team working hard throughout the quarter to collect rent and push the rent first culture. During the quarter Sustainment Officers have continued to support tenants with significant benefit backdates and ensure enforcement action is avoided where possible.

- 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

Although we continue to receive additional referrals for Doors and Windows, there has been continued progress in reducing overall failures via programmed works delivery. Also, despite 13 new failures for Electrics since October, there has been an overall reduction for failures in this category too.

There are now 111 properties failing the standard: 15 doors, 50 Windows, 46 Electrics and 1 Roof (1 property fails both door and windows).

Access protocols continue to be followed on Electrical failures. All Door and Window failures have been referred for replacement although, due to manufacturing lead times, these may not complete before year end.

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

The high influx of damp and mould jobs that have been reported in the last quarter has had an impact on the amount of priority jobs we have completed. We have had to reallocate labour resources to accommodate these damp and mould jobs, subsequently causing missed timeframes. In addition, with the seasons changing, we have had more reports of roofing leaks, guttering repairs etc. which impacts and adds pressure on the resource planners, yet our level of service levels has

stayed in the top region.

- 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 in calendar days for all dwellings during quarter 3 was 43.31 days. This outturn was greater than the high target for the quarter of 32 days (low is good) and an increase of 4.27 days when compared to the previous quarter. Throughout the quarter labour levels continued to be difficult to maintain across all repair teams. However, despite performing below target, during the quarter the Housing Repairs Service was notified of voids quicker than in previous quarters and the number of properties awaiting allocation to contractors and our dependency on contractors decreased, which resulted in repair times being reduced. Moving forward as the void properties are repaired more quickly, the performance of this measure should improve.

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

In quarter 3 the average re-let time in calendar days for all dwellings was 55.68 days. When compared to the low target for this measure of 40 days (low is good), this latest outturn was 15.68 days greater. The Housing Voids Team saw a reduction in keys coming in since the start of October 2022 (7.3 per week as opposed to 9.6 Year To Date). This enabled the team to turn around a high percentage of the legacy voids (long standing voids). In the quarter the team re-let 144 properties - 50 of these were voids over 80 days equating to 35%, which is the cause of the re-let times increasing. The team started the quarter with 131 voids in the system and at close of quarter 3 it was 81. Looking ahead to quarter 4 2022/23 and into 2023/24, additional properties are due to be introduced into the housing stock, which may result in the outturn for this measure increasing further. These properties will be on Rookery Lane, alongside 15 other properties which are due to be bought back into use. With the flexibility and availability of labour, these additional properties may make it challenging to meet the re-let timescales.

% of calls answered within 90 seconds

This indicator is the responsibility of the Customer Services function.

% of complaints replied to within target time

Following the tragedy in Rochdale Borough the council has received an increased number of complaints in relation to damp and mould. This increased number of complaints and subsequent works required has impacted on the council's ability to meet agreed appointments times due to lack of resources and materials. This has unfortunately led to more complaints during the quarter in relation to missed appointments and outstanding repairs as well as disrepair claims. In addition to the increase in complaints, there has also been an increase in all aspects of enquiries from customers, the MP and councillors in relation to damp and mould in council properties.

5. Strategic Priorities

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

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

6. Organisational Impacts

6.1 Finance

Although there are no direct financial implications arising from this report, there are several indicators that do affect the Housing Revenue Account (HRA) including the amount of rent collected and repairs and improvements.

We continually monitor the financial position on the HRA and Housing Repair Service (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 TA 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? 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 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%)	100.46% (106.91%)			Rent collected £22,391,948.66
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%	3.33%			Rent arrears £1,012,039.01
Voids									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)	1.41% (1.10%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days	39.0 days (40.2)	43.3 days (50.5)			
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days	50.3 days (50.0)	55.7 days (65.3)			
Allocations									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)	88.78% (90.91%)			
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%)	99.42% (99.33%)			
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%	96.92% (97.10%)	95.03% (92.28%)			
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days	1.9 days (1.9)	2.1 days (2.4)			
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	92.04%	91.23% (90.56%)	93.55% (96.94%)			
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)	98.80% (98.87%)			Year to Date; Appointments Made – 5,509 Appointments Kept – 5,443
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%	99.85% (99.66%)	99.83% (99.81%)			

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%	1.43%			
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)	99.01% (98.86%)			
Complaints									
22	% of complaints replied to within target time	66.90%	95%	76.92%	73.33% (67.06%)	63.32% (55.07%)			
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%	100.00%			
ASB									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%	99.45% (98.33%)			ASB cases closed YTD – 182
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days	40.5 days (41.9)			
Other									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%	45.17%			
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%	36.91%			
Customer Contact									
	% of calls answered within 90 seconds	20.52%	80%	10.26%	8.18% (6.38%)	7.13% (5.37%)			Housing Repairs and Housing Helpdesk calls

SUBJECT: TARGET SETTING 2023/24

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: YVONNE FOX, ASSISTANT DIRECTOR, HOUSING MANAGEMENT

1. Purpose of Report

- 1.1 To advise Members of the proposed performance indicator targets normally reported to Scrutiny for 2023/24.
- 1.2 To agree the targets against which performance information can be monitored and reported throughout the year.

2. Background

- 2.1 Performance information is reported to the Housing Scrutiny Sub Committee on a quarterly basis. Targets are reviewed on an annual basis with both tenants and the Committee at the March committee meeting.
- 2.2 Following the Covid-19 pandemic, normal management information has been collated as well as reporting performance against targets. Management information has been provided wherever practically possible and members are aware of reasons for any changes to service and performance over the last few years.

3. Current Position

- 3.1 Throughout 2022/23 there have been challenges in repairing and allocating empty properties due to the shortage of available work force, supply chain issues and the increase in price of raw materials, goods and services. New ways of delivering non-urgent repairs have been trialled and introduced and new sub-contracting arrangements are now in place. Unfortunately, the number of tenancies becoming void has increased and the delivery of new housing developments had put further pressure on the time taken to repair a void property.
- 3.2 Around 50% of all voids are currently as a result of the death of a tenant. If a tenant dies without an executor or a will, we have to apply to the Public Trustee before the tenancy can be legally terminated. The notice is valid for 28 days before we have possession of the tenancy.
- 3.3 We continue to encounter a small number of properties each month, which do not allow access for the annual gas service/safety inspection and this number is on the increase. Our robust processes are followed, and these failed access addresses are referred to legal services to seek an injunction from the county court in order to obtain access.

- 3.4 Rent collection has continued to be challenging but the focus on early help and support has seen collection rates broadly in line with targets throughout this year. Members and tenants agreed not to change targets relating to rent collection for a period of 2 years in 2022 due to financial uncertainties post-covid. Tenancy Services have placed significant emphasis on contact through calls and visits, with new targets in place for staff. Universal Credit (UC) claims have continued to increase. As the number of tenants moving on to UC increases, the proportion of tenancies in arrears will increase as UC is paid in arrears.
- 3.5 We have proposed realistic targets for 2023/24 based on current performance, national guidance and benchmarking with similar authorities. These targets are attached at Appendix 1.

4 Recommendations

- 4.1 To note and approve the proposed performance targets for 2023/24

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: Yvonne Fox
Assistant Director – Housing Management

LANDLORD SERVICES – PERFORMANCE TARGETS 2023/24

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 21/22	Target 2022/23	22/23 Q3	Draft 23/24 Target	DHI comments
Rents						
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	100.46% (106.91%)	97.5%	Increase rent collection target based on projected year-end outturn and linked to arrears measure
126	Arrears as a % of rent debit	3.63%	4.45%	3.33%	4.00%	Reduce arrears target based on projected year-end outturn. Not to reduce any further based on the 2nd phase rollout of UC taking place in 23/24
Voids						
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.41% (1.10%)	1.00%	Recommend to keep target the same
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	43.3 days (50.5)	32 days	Recommend to keep target the same
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	55.7 days (65.3)	38 days	Recommend to keep target the same
Allocations						
85A	% of offers accepted first time	80.09%	85%	88.78% (90.91%)	85%	Recommend to keep target the same
Repairs (Housing Repairs Service)						
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	99.42% (99.33%)	99.5%	Recommend to keep target the same
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	95.03% (92.28%)	97.5%	Recommend to keep target the same
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	2.1 days (2.4)	3 days	Recommend to keep target the same
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	93.55% (96.94%)	92%	Recommend to keep target the same
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	98.80% (98.87%)	97%	Recommend to keep target the same
NEW	% of No Access on	NEW	NEW	NEW	No target	-

PI	Description	Actual 21/22	Target 2022/23	22/23 Q3	Draft 23/24 Target (Volumetric measure)	DHI comments
	Appointments Made					
Repairs (Aaron Services)						
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	99.83% (99.81%)	99.5%	Recommend to keep target the same
Decent Homes						
50	% of non-decent homes	0.70%	0.80% (year-end target)	1.43%	1.00% (year-end target)	Recommend increasing target to 1% based on previous year outturns
48	% of homes with valid gas safety certificate	99.19%	99.96%	99.06% (98.99%)	99.00%	Recommend increasing target to 99%. During the year we encounter properties in which we cannot gain access and we have to go through the legal process. This means the 99.6% target is unattainable
Complaints						
22	% of complaints replied to within target time	66.90%	95%	63.32% (55.07%)	95%	Recommend to keep target the same
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	-	N/A
ASB						
89	% of ASB cases closed that were resolved	99.03%	94%	99.45% (98.33%)	94%	Recommend to keep target the same
90	Average days to resolve ASB cases	46.9 days	70 days	40.5 days (41.9)	70 days	Recommend to keep target the same
Other						
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	To follow	Not set by DHI	N/A
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	To follow	Not set by DHI	N/A
Customer Contact						
	% of calls answered within 90 seconds	20.52%	80%	7.13% (5.37%)	Not set by DHI	N/A

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HOUSING SCRUTINY SUB COMMITTEE

9 MARCH 2023

REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING

INTRODUCTION

An update of the Housing Revenue Account Business Plan was approved by the Council's Executive Committee last month and we are currently in the process of carrying out a complete review which will result in a new 30 year Business Plan. Council members and Tenants Panel will have the opportunities to contribute and key issues already raised by members are estate regeneration, building more Council homes to meet demand and how we progress with decarbonisation of our housing stock.

The world of local authority housing is changing rapidly with increasing demand for Council homes and increased need for consulting with tenants. For example, from 1 April this year all registered social landlords must collect and publish 22 satisfaction measures on areas such as repairs, safety checks, complaints, and tenant perception of their landlord's services. Some of these are measures we already collect but some are new. We will ensure that the new data is collected from the required date.

In particular, I highlight two issues facing us. Firstly, new Fire Safety regulations come into place later this month which is the outcome of Phase 1 of the Grenfell Tower Inquiry. The regulations apply to all buildings containing two or more sets of domestic premises which have common areas through which residents would have to evacuate in the event of an emergency. Buildings which are seven storeys or more are in a higher category. Shuttleworth House, Jarvis House and Trent View all fall into this category. We dedicated a small team to this issue, which has enabled us to respond to the changes to date. If resources allow, we will look to making this team permanent in the new financial year.

Secondly the issue of mould and damp. The Rochdale inquest held in November into the death of two year old Awaab Ishak and the Coroner's findings have highlighted the dangers presented by mould and damp. We have since received a significant increase in complaints about mould and damp both in our Council stock and in the private sector. During the current Council year, we received an average of 8 inquiries a week up to the date of the inquest findings being published. In the two weeks after the Rochdale inquest was reported we received 95 inquiries. On many occasions more than one visit is needed and more than one repair is raised. In just one week in December 121 repairs were raised.

We currently have a team of four operatives specifically dealing with mould and damp and if the current volume of repairs related to mould and damp continues, we will seek to make this team permanent in the new financial year. Some housing stock holders in other areas of the country have received mould and damp complaints from tenants living in newly built property so it is not just about the age of properties. It is also not just an issue for Local Authority housing.

The Housing Ombudsman previously issued a spotlight report on mould and damp, "It's not lifestyle" and a few weeks ago issued an update identifying 10 key factors that will have an impact on how successful any action plan is in practice. We will be working through the identified key factors to continue to improve how we deal with this issue. Having a high number of complaints raised is not necessarily a bad thing as is set out in the updated report.

The first key factor is "Find Your Silence" which I repeat here *"Complaints systems are there so people can raise their issues and get them addressed quickly. Landlords should analyse who is not using their complaints process, and why.....Most importantly, however, finding your silence will help to ensure parity in accessing the complaints process and help to identify any shortfalls in its reach. Receiving a high volume of complaints is not necessarily indicative of a failing. Rather, it could indicate your complaints process is accessible, you are open and transparent, residents feel they can complain and believe there is a value to doing so. The Housing Ombudsman is as concerned by low levels of complaints as high ones, particularly with larger landlords."*

Within all of this it should be remembered that we invest significantly in our housing stock. Over the next five years we are planning to spend £66.7 million on improvements.

I finish this introduction with some thank yous. First of all, a big thank you to all members of the Council's staff working in housing and facing other significant issues such as the two I have highlighted above. They do an excellent job at a time when all local authorities are under increasing financial pressures. Secondly thank you to our Tenants Panel who have continued to do very valuable work during the last year.

HOMELESSNESS

Homelessness continues to be a significant issue. The number of people approaching the City Council as homeless up to the end of Quarter 3 was 967 which is an increase of 36.7% compared to a year ago when the number was 707. Homelessness applications are increasing nationally and the increase is in line with national averages. The percentages of successful preventions and relief of homelessness against the total number approaching the Council as homeless decreased to 44.23% which is just below the 45% low target. However, it proved to be increasingly difficult to prevent or relieve homelessness during the quarter into anything other than council accommodation, as most of the council's applicants were not able to afford privately rented accommodation.

The number of people on the housing register at the end of Quarter 3 was 1,573 against a figure of 1,448 a year ago. This is an increase of 8.6%.

TENANCY SERVICES

The City Council has just under 7,800 properties of its own housing stock, of which 45% are houses and 42% flats, with the remainder made up of maisonettes, bungalows and sheltered housing. The ratio between houses and flats has been skewed out of proportion by Right to Buy which has seen us lose a significantly higher

number of family homes compared with the number of flats bought by tenants. In addition, eight out of 10 of our homes were constructed before 1974 which creates challenges – in particular, when it comes to improving energy efficiency.

Rent Collection has been maintained above the target figure up to the end of Quarter 3 which is testament to the work of tenancy services staff. The performance target is 96.4% rent collected of rent due. This continues to be a success story with the target exceeded in each of the first three quarters and in Quarter 3 106.91% was collected. Between 1 April and 31 December 2022 100.46% was collected which is an improvement on last year. Rent arrears as a percentage of rent debit was 3.33% at the end of Quarter 3 which is better than the target of 4.45%.

In monetary terms the rent arrears at the end of Quarter 3 were £1.012 million which is a reduction of £40,000 on the same period last year and £118,000 less than at the end of Quarter 3 in 2020-21. These are excellent figures and have been achieved at a time when tenants, like all residents of the city, have been affected by cost of living issues. We can only wait and see if these improvements are maintained but a lot of work via the new tenancy sustainability team and housing officers has gone into achieving these figures and this work will continue.

VOIDS

The three performance indicators covering voids remain in red but are showing improvement compared to 2021-22. The target remains at 32 days for properties needing minor works (keys handed in to keys going out to new tenant) and 38 days where major works are required. Currently performance is at 43.3 days and 55.7 days, respectively. In both cases this is an improvement on 2021-22.

The percentage of rent lost due to vacant dwellings up to the end of Quarter 3 was 1.41% which is the same as the year end figure for 2021-22. The positive news is that the Quarter 3 loss was 1.1% which means we are getting closer to the target of 1%.

The improvement in performance needs to continue to improve. Since my last report we have taken on three private contractors to carry out voids work in place of the single contractor we had in the past and this should help us improve.

HOUSING REPAIRS

Out of the six performance indicators relating to housing repairs four are green, and two are amber. In relation to the two amber indicators both are showing an improvement on 2021-22. 99.42% of priority (one day) repairs were completed on time which is slightly below the 99.5% target. The percentage of urgent (three day) repairs completed on time was 95.03%. This was red at the time of my report last year when the figure was 90.69%. However, despite a significant improvement we are still below the target of 97.5%. 98.8% of repair appointments in the year to date were kept. 5,509 appointments were made with 5,443 kept.

HOUSING INVESTMENT

The performance measures in this service area both remain amber. The percentage of council properties that were not at the Decent Homes standard (excluding refusals) was 1.43%. This was just outside of the low target for this measure of 1.5%.

99.08% of properties have a valid gas certificate which is below the target of 99.96%. Cases where the tenant refuses access for the gas safety inspection are, as a matter of course, referred to legal services for the appropriate action to be taken to ensure we gain access. In instances where we go to court to obtain an order we obtain an order for the life-time of the tenancy.

NEW BUILD

De Wint Court, our first extra care home, has opened since my last report to this committee adding 70 additional homes to our stock. As could be expected from a project such as this there have been some teething problems but things are now settling down.

Construction work is now close to completion of the Rookery Lane project which will add 42 new homes to our housing stock. It is anticipated these homes will be handed over to us towards the end of March.

Construction work on the first phase of the redevelopment of Hermit Street flats is anticipated to begin in late summer. This involves remodelling the existing properties with a number of additional new-build homes.

We have continued to acquire properties under the purchase and repair scheme using Right to Buy receipts (RTB). In the first three quarters of this financial year, we purchased 8 properties under this scheme. This has ensured our RTB receipts are spent within the required time. RTB receipts will be used towards the funding of the new properties which form part of the Hermit Street project.

In the first nine months of this year 39 properties were sold through Right to Buy of which 19 are three-bed.

The largest project for the future is the Western Growth Corridor development which includes 640 affordable homes. The first affordable housing is on a site at the Tritton Road end of the scheme which will include 120 affordable homes on land owned by the Housing Revenue Account.

We have a good record of adding to our stock and from the start of 2018-19 have added over 350 properties through a mix of new build and acquisitions.

DECARBONISATION

We are committed to a policy that all Council new build homes commenced from the current financial year will be either net zero carbon or EPC A rated. We are also committed to raising the standard of all our housing stock to an average of EPC C rating. Our average SAP rating for our own stock was 70.43 at the commencement of

the current financial year which is above average for the UK. In addition, 5,862 of our properties have an EPC rating of C and a further 100 are rated B. The total rated at C or above is 76% of our total housing stock. Maintenance including the fitting of new boilers and windows continues to improve our ratings.

Recent new build projects such as the Markham House site and Rookery Lane have been low carbon and have EPC B ratings. Rookery Lane includes sustainable urban drainage. All recent new homes have been fitted with EV charging points.

In terms of our older stock (80% of which was built pre-1974) we are committed to review the Lincoln Homes Standard to improve energy performance. We will also consider retrofit solutions for our existing stock with trials to commence subject to funding.

I anticipate that a timetable and estimated costings will be included in the new 30 year Housing Business Plan.

The new vehicle fleet contract has now started. There is currently a crossover period with the old contract. The reason for this is that we are receiving the vehicles in a sporadic handover which is as and when they arrive. This is caused by the ongoing issues caused by Brexit and by supply issues regarding parts caused by the pandemic and the war in Ukraine.

Donald Nannestad Portfolio Holder for Quality Housing

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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%)	100.46% (106.91%)			Rent collected £22,391,948.66
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%	3.33%			Rent arrears £1,012,039.01
Voids									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)	1.41% (1.10%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days	39.0 days (40.2)	43.3 days (50.5)			
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days	50.3 days (50.0)	55.7 days (65.3)			
Allocations									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)	88.78% (90.91%)			
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%)	99.42% (99.33%)			
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%	96.92% (97.10%)	95.03% (92.28%)			
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days	1.9 days (1.9)	2.1 days (2.4)			
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	92.04%	91.23% (90.56%)	93.55% (96.94%)			
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)	98.80% (98.87%)			Year to Date; Appointments Made – 5,509 Appointments Kept – 5,443
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%	99.85% (99.66%)	99.83% (99.81%)			

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%	1.43%			
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)	99.06% (98.99%)			*Only until end of November 22 due to reporting timelines of contractor
Complaints									
22	% of complaints replied to within target time	66.90%	95%	76.92%	73.33% (67.06%)	63.32% (55.07%)			
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%	100.00%			
ASB									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%	99.45% (98.33%)			ASB cases closed YTD – 182
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days	40.5 days (41.9)			
Other									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%				Q3 not available at report deadline
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%				Q3 not available at report deadline

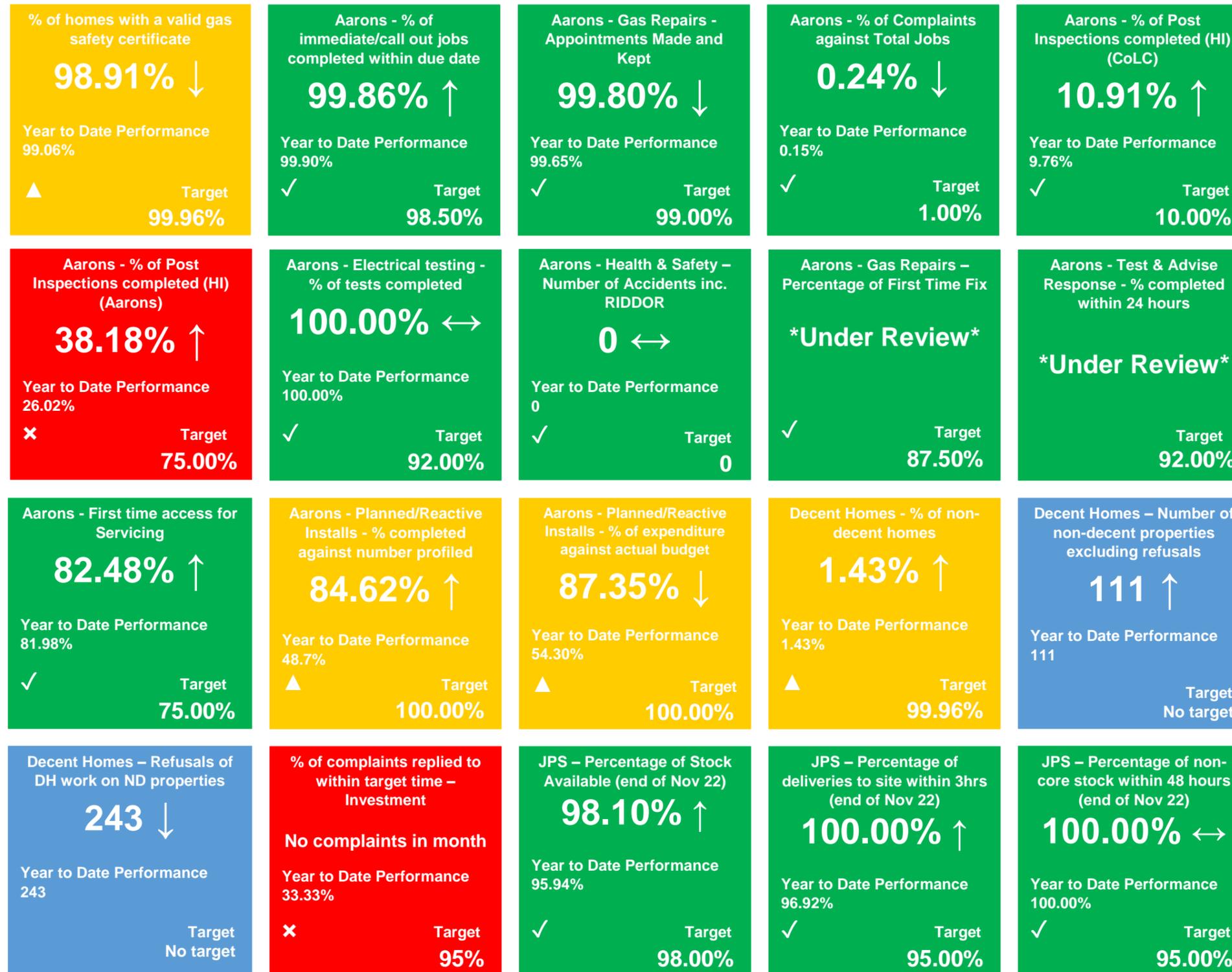
Maintenance and Investment Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)

Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

*Colour scale represents monthly performance

**Aaron Services measures are always a month behind (November 22)



Maintenance and Investment Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)

Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

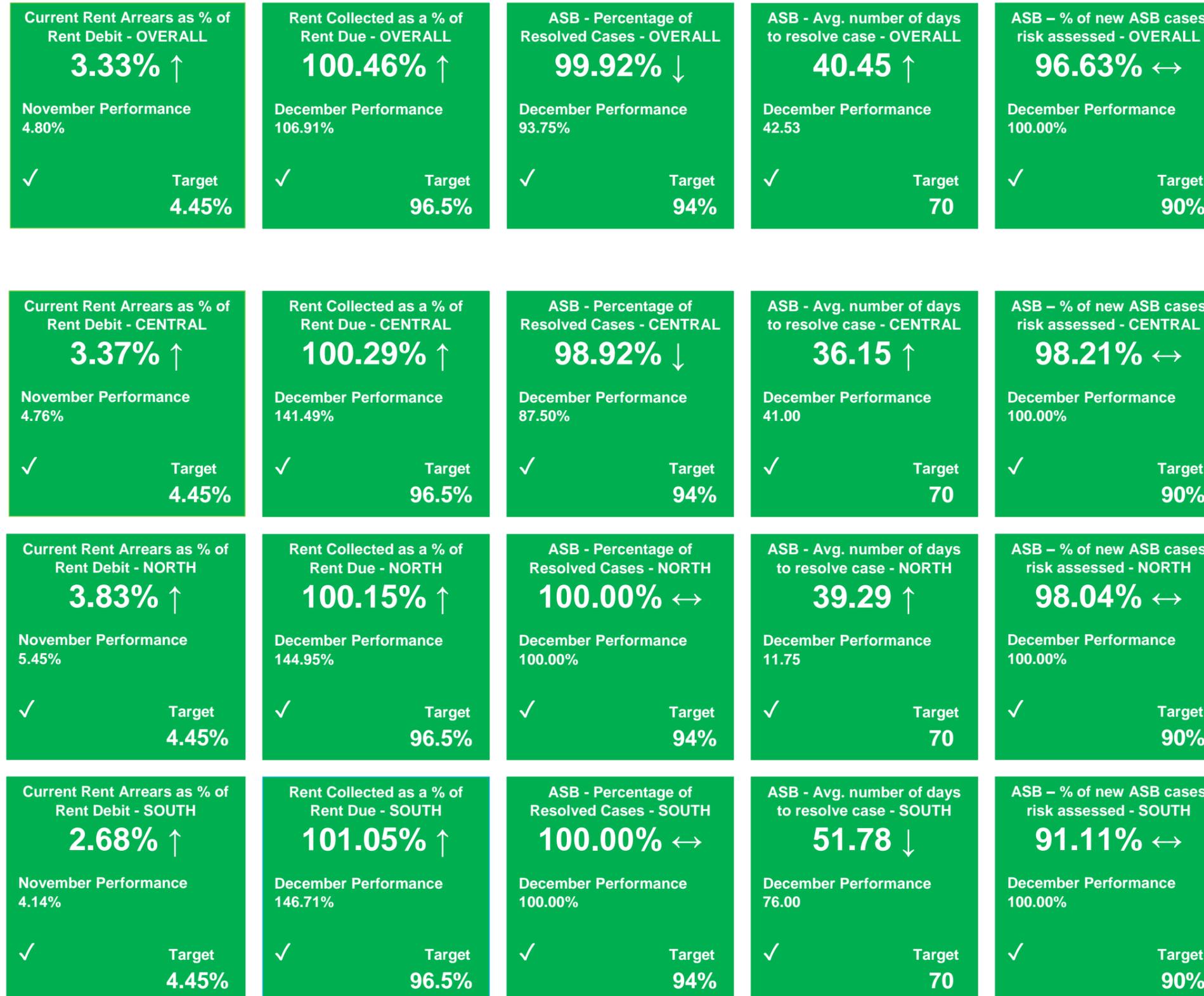
*Void Repairs time includes assigning/agreeing contractor time

*Colour scale represents monthly performance



Tenancy Services Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target Cross/Red = Not on Target, Blue = No Target)
 Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)



SUBJECT:	WORK PROGRAMME UPDATE - LOOKING FORWARD TO 2023/24
DIRECTORATE:	CHIEF EXECUTIVE AND TOWN CLERK
LEAD OFFICER:	ALI HEWSON, SENIOR DEMOCRATIC SERVICES OFFICER

1. Purpose of Report

- 1.1 To advise members that a draft work programme for 2023/24 had been circulated to the Chair and Vice/Chair of Housing Scrutiny Sub Committee and the Chair/Vice Chair of Lincoln Tenant's Panel for individual input/comments ready for use as a working document at the first meeting of the new Municipal Year.
- 1.2 To note this is the last meeting of the current Municipal Year 2022/23.

2. Background

- 2.1 The work programme for 2023/24 is attached at Appendix A to advise members of the proposed forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme will be regularly updated in consultation with the Chair of the Sub-Committee and Chair/Vice Chair of Lincoln Tenants Panel.
- 2.2 This work programme can be added to or amended at members discretion at any time during the new Municipal Year
- 2.3 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 note that the work programme for 2023/24 for use as a working document at the first meeting of the new Municipal Year.

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, Senior Democratic Services
Officer
Telephone 873370

Housing Scrutiny Sub Committee Work Programme – Timetable for 2023/24**21 June 2023**

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair LTP	Regular report by MB
Allocations Update (Including Numbers of Properties Offered to People on Council Waiting List/Others)	Yvonne Fox	Progress Report
PIR De Wint Court	Yvonne Fox	PIR of first year requested 3 Nov 2022
Investment Programme: General List of Planned Works 2023/24	Kev Bowring	Requested at meeting 3 Nov 2022
Housing Finance - Council's Housing Out-Turn Position for 2022/23.	Coleen Warren	Annual Report
Quarter 4 (2022/23) – Performance Report	Yvonne Fox	Regular Report
Scheduled Repairs Pilot Update	Matt Hillman	Verbal Update on Results
Work Programme 2023/24	Ali Hewson	Regular Report

Updated 3 February 2023

10 August 2023

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	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 2023/24	Ali Hewson	Regular Report

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Updated 3 February 2023

2 November 2023

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Quarter 2 Performance Update	Gareth Griffiths	Regular Report
Tenant Involvement Strategy Action Plan	Donna Lyons	Progress Update
Work Programme 2023/24	Ali Hewson	Regular Report

Updated 3 February 2023
February 2024

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
LTP Review Update Report	Mick Barber Chair of LTP	Annual Report
Work of Tenancy Sustainability Officers	Keeley Johnson	Six monthly progress report
Work Programme 2023/24	Ali Hewson	Regular Report

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Updated 3 February 2023

March 2024

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Matters	Mick Barber, LTP	Regular Update
Quarter 3 (2023/24) – Performance Report	Yvonne Fox	Regular Report Quarterly
Setting of Performance Targets 2024/25	Daren Turner	Annual Review
Report from PH Cllr Nannestad to Performance Scrutiny Committee	Cllr Nannestad	Annual Report
Work Programme 2024/25	Ali Hewson	Regular Report

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