

## HOUSING SCRUTINY SUB-COMMITTEE

**Wednesday, 21 June 2023**
**6.00 pm**
**Committee Rooms 1-2, City Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Liz Bushell, Mark Storer and Loraine Woolley
Substitute member(s):	Councillors Adrianna McNulty and Emily Wood
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)
LTP Substitute Member:	Steven Bearder
Officers attending:	Kevin Bowring, Democratic Services, Matthew Hillman, Keeley Johnson, Alison Timmins and Colleen Warren

## A G E N D A

<b>SECTION A</b>	<b>Page(s)</b>
1. Confirmation of Minutes - 9 March 2023	<b>3 - 16</b>
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. Housing Finance	<b>17 - 30</b>
4. Housing Fire Assessment Update	<b>31 - 36</b>
5. Scheduled Repairs Review	<b>37 - 44</b>
6. Lincoln Tenants Panel Project Updates	<b>45 - 46</b>
7. Allocations Update	<b>47 - 48</b>
8. Downsizing Policy	<b>Verbal Update</b>
9. Housing Planned Works 2023/24	<b>49 - 66</b>

10. Performance Monitoring Report Q4 2023/24	<b>67 - 74</b>
11. Work Programme 2023/24	<b>75 - 82</b>

<b>Present:</b>	Councillor Gary Hewson ( <i>in the Chair</i> )
<b>Councillors:</b>	Pat Vaughan, Alan Briggs, Jane Loffhagen, Mark Storer and Loraine Woolley
<b>LTP Members:</b>	Mick Barber, Caroline Coyle-Fox, Mike Asher, Sean Newton and Debbie Rousseau( LTP Member)
<b>Apologies for Absence:</b>	None.
<b>Also in Attendance:</b>	Councillor D Nannestad, Portfolio Holder, Quality Housing

**39. Confirmation of Minutes - 02 February 2023**

RESOLVED that the minutes of the meeting held on 2 February 2023 be confirmed.

**40. Matters Arising**

Minute No 30: Housing Revenue Account Business Plan 2023/28

An LTP member highlighted an issue with some of the compliance controllers on new heating systems which were too sensitive.

Matt Hillman, Assistant Director, Housing Investment advised that he had spoken to the gas servicing team regarding issues of sensitivity with new central heating controllers. Engineers had visited homes to give further advice and education on the correct operation of the units. Further enquiries were taking place to see if an alternative controller could be used which still met building regulations.

Minute No 32: Draft Policy- Downsizing Incentive Scheme

It was noted that a further report on progress with the Downsizing Policy would be incorporated into the work programme for Housing Scrutiny Sub Committee in the new Municipal Year as appropriate.

Fire Safety Update

The Chair highlighted that a performance measure would be required to monitor compliance with the new fire safety regulations.

Matt Hillman, Assistant Director, Housing Investment advised that fire safety compliance would form part of the Corporate Health and Safety Policy. Officers were in the process of creating some relevant performance indicators in relation to fire doors, compliance etc. The fire door inspection team would receive further training before the fire risk tests commenced. An update on fire assessments completed would be scheduled into the work programme for Housing Scrutiny Sub Committee for June 2023.

Scheduled Repairs Update

The Chair requested an explanation on the process manual for service consistency to be included in the scheduled repairs update due to be presented to the June meeting of Housing Scrutiny Sub Committee.

## Overview of ASB

The Chair requested that the ASB update in August 2023 included feedback available from LTP and the Housing Officers Working Party and also the ASB accreditation.

Yvonne Fox, Assistant Director, Housing Management confirmed that the initial ASB accreditation was given in 2017. Inspectors were due to return in 2020, however, due to Covid there was now a backlog of inspections and a revised date was awaited.

### **41. Membership**

The Chair welcomed Sean Newton as a new LTP member to his first meeting.

Steven Bearder would take the role of substitute LTP member.

### **42. Declarations of Interest**

No declarations of interest were received.

### **43. Change to Order of Business**

RESOLVED that the order of business be amended to allow the Fire Safety Update to be considered as the next agenda item.

### **44. Fire Safety Update**

Matt Hillman, Assistant Director, Investment:

- a. updated Committee on City of Lincoln Council's (CoLC) actions/progress on fire safety following recent and impending changes to fire legislation in England
- b. reported on the background to relevant legislation on fire risk assessments and fire safety covering:
  - The Fire Safety Act 2021
  - The Fire Safety (England) Regulations 2022
  - The Buildings Safety Act 2022-applicable to High rise buildings only
- c. advised that all buildings in scope of the Buildings Safety Act would 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 was expected to begin April 2024 and would require information about the reasonable steps taken to prevent building safety risks
- d. reported on progress to compliance with the new fire legislation in England as detailed at paragraph 3 of the officer's report
- e. requested that the content of the report be noted.

Members discussed the report in further detail.

Comments/questions were raised and responded to by officers as follows:

- Question: Was it possible for Elected members to receive a Fire safety briefing?
- Response: Officers would make arrangements to organise a briefing for members.
- Question: Were all fire safety doors being assessed?
- Response: Yes all communal doors would be checked for fire safety.

RESOLVED that:

1. Officers to organise a fire safety briefing for members.
2. The fire safety update be noted.

#### **45. 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 we were working with the Void Support Officer from the Voids Team and had agreed to change the format of inspecting voids – All LTP would attend a refresher voids inspection training programme on 1<sup>st</sup> March 2023 and attend a quarterly working group to review voids process to enhance the process and to put forward recommendations. All voids inspected were of high quality and met all requirements ready to let.
- We continued to review the complaints process and our third review would take place on 28<sup>th</sup> February 2023. We had requested recommendations be shared with relevant officers together with a request for further feedback relating to some complaints and the format used.
- LTP were working closely with the Interim Maintenance Manager on the schedule of repairs project. We were attending monthly meetings to review performance and were 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 on our Face Book Page eight schedule repairs posts to promote and encourage tenants to make an appointment. We were in the process of working with the Communications Manager and the Interim Maintenance Manager looking at how we could share information regarding damp and mould with our tenants.
- We continued to hold our monthly LTP meetings.
- Debbie Rousseau continued to represent City of Lincoln Council (COLC) on the Association of Retained Council Housing (ARCH) Committee.
- LTP members continued to work with the Tenancy Services Manager and Area Housing Managers on the ASB accreditation and had recommended

quarterly meetings to review ASB cases – the first review would take place in March 2023.

- In November, 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, this was 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. Our next online panel meeting was in March 2023.

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.

#### **46. Lincoln Tenants' Panel Annual Report**

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

Members of Lincoln Tenants Panel (LTP) provided an overview of the activities and achievements of the LTP for the period from December 2021 to December 2022:

- Contributed to the development of a new Tenant Involvement Strategy for 2022 to 2025 which had received the approval of the Council's Executive Committee.
- Contributed to the development of a Building Safety Resident Engagement Strategy which had received the approval of the Council's Executive Committee.
- Revised its Constitution which had 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 had now concluded and had been integrated into how repairs were 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 Housing Scrutiny Sub Committee (HSSC) meetings and represented tenants where possible.
- Attended a training event at Trafford Hall.
- Currently 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.

Members of LTP provided further an overview of their work plan and priorities for the next 12 months as follows:

- 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 revision of Lincoln Standard.
- Review of communal door investment programme.
- Review and revision of communal area policy.
- Review and revision of repair policy.
- Continued development of the HRA Business Plan and Asset Management Strategy.
- Panel member of DLUHC Social Housing Quality Resident Panel

The Chair of LTP thanked our tenants' representatives, councillors and officers for their work in supporting our panel.

The Chair of Housing Scrutiny Sub Committee enquired whether there had been much interest in the LTP facebook page.

The Chair of LTP advised that the Panel was working alongside Customer Services and was eager to embrace technology. Those members of the public who had difficulties with this method or did not wish to get in touch on-line could continue to use the telephone to contact City Hall, this was not a problem.

RESOLVED that the content of the report be noted.

#### **47. Performance Monitoring Report Quarter 3 - 2022/23**

Yvonne Fox, Assistant Director, Housing Management:

- a) presented Housing Scrutiny Sub-Committee with a quarter 3 report on Performance Indicators for the 2022/23 financial year (April 2022- December 2022), as detailed at Appendix A
- b) 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
- c) highlighted that in total there were 21 measures and of those, against agreed targets, 7 were on or exceeding targets for the year (year-end), and 13 had not met the normal targets set
- d) reported that, of the 13 measures that did not meet target, 8 of these were within 5% tolerance of their respective targets (amber rating), and one

measure didn't have a target (complaints replied to in line with corporate policy)

- e) referred to Appendix A of the report which 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)
- f) highlighted that Appendix A detailed which targets had been met and those where we had not achieved our target
- g) provided the committee with some key figures in relation to performance targets as follows:
  - % Rent Collection - 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 took 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 had ensured that vulnerable tenants were supported and income is maximised.
  - Arrears as 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 equated 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 had continued to support tenants with significant benefit backdates and ensure enforcement action was avoided where possible.
  - % of Non-Decent Homes - Although we continued to receive additional referrals for Doors and Windows, there had been continued progress in reducing overall failures via programmed works delivery. Also, despite 13 new failures for Electrics since October, there had been an overall reduction for failures in this category too.
  - There were now 111 properties failing the standard: 15 doors, 50 Windows, 46 Electrics and 1 Roof (1 property failed both door and windows).
  - Access protocols continued to be followed on Electrical failures. All Door and Window failures had been referred for replacement although, due to manufacturing lead times, these may not be completed before year end.
  - % of all Priority Repairs Carried out Within Time Limits (1 day) HRS - The high influx of damp and mould jobs that had been reported in the last quarter had impacted on the amount of priority jobs completed. We had reallocated labour resources to accommodate these damp and mould jobs, subsequently causing missed timeframes. In addition, with the seasons changing, we had more reports of roofing leaks, guttering repairs etc. which impacted and added pressure on the resource planners, yet our level of service levels had stayed in the top region.
  - Average Re-Let Period-General Needs (Excluding Major Works) - 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 were repaired more quickly, the performance of this measure should improve.

- Average Re-Let Period-General Needs (Excluding Major Works) - 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 was 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 were due to be introduced into the housing stock, which may result in the outturn for this measure increasing further. These properties would be on Rookery Lane, alongside 15 other properties which were 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 – Responsibility of Customer Services function
- % of Complaints Replied to Within Target Time - Following the tragedy in Rochdale Borough the council had received an increased number of complaints in relation to damp and mould. This increased number of complaints and subsequent works required had impacted on the council's ability to meet agreed appointments times due to lack of resources and materials. This had 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 had also been an increase in all aspects of enquiries from customers, the MP and councillors in relation to damp and mould in council properties.

h) welcomed members questions and comments.

Members discussed the report in full, commented/asked questions, and received relevant responses from officers as follows:

- Question: What would be the likely 'knock-on' effect on rent arrears with the rise in energy prices in April and further roll-out of UC and ESA?
- Response: Officers could not tell what the impact would be.
- Question: Was the performance measure to answer calls in 90 seconds unrealistic?
- Response: Portfolio Holder for Quality Housing: This measure was not our target as it came under the remit of Customer Services. It was true that the interpretation of calls received needed improvement.

- Response by Chair: The time period had been raised slightly moving into the new Municipal Year, when discussed at Performance Scrutiny Committee.
- Question: Was it possible to provide a figure in monetary terms as to the % rent loss to the HRA due to vacant dwellings?
- Response: These figures could be circulated/included in future reports going forward.
- Question: Could officers advise why the % of complaints replied to within target time had fallen below the target of 95% at 55.07%. If more complaints were being received it was more difficult for them to be processed in the allocated time period.
- Response: There were issues around first point of contact and interaction with Customer Services. The Housing directorate by its nature received significantly more complaints, however, some were categorised as service enquiries and needed to be apportioned correctly. More resources were being allocated to deal with complaints.
- Question: Why were there so many void properties in a bad state of repair?
- Response: This was often due to factors outside our control. Some people could not afford to live independently, having lost their jobs, with lack of available cash for spending on the house. Keeping the property warm was their priority. Other tenants, particularly elderly clients refused new kitchens, bathrooms to bring their home up to Decent Homes Standard.
- Comment: An LTP member highlighted that she was told by an Aaron Services operative that they wouldn't report a repair unless told to do so by the tenant.
- Response: Officers would investigate further and report back to members of Housing Scrutiny Sub Committee.
- Question: Were job numbers allocated for repairs by Customer Services so there could be an Audit trail?
- Response: Yes, job numbers were allocated for every repair. There had been a few initial technical issues but these were now resolved.
- Comment: Customer Services staff were not asking whether the caller was vulnerable at first point of contact.
- Comment: There should be a template of questions to ask customers when reporting repairs.
- Response by Portfolio Holder, Quality Housing: This was the remit of Customer Services who were now fully staffed. He would raise this issue with the new Assistant Director for Customer Services.
- Officer Response: The information collected by Customer Services was very important to shape how the call was to be handled and for the correct route to be taken. It was also important to check the current contact details for the client were still valid. Interaction with the Assistant Director would address these types of problem.

RESOLVED that:

1. Additional information be provided by officers in relation to:

- A figure in monetary terms as to the % rent loss to the HRA due to vacant dwellings.
  - Why a tenant had been told by an Aaron Services technician that repairs were not reported unless tenants told them to do so.
2. The current performance outcomes during the financial year 2022/23 be noted.

**48. Target Setting 2023/24**

Yvonne Fox, Assistant Director, Housing:

- a. provided a report to advise Members of the proposed performance indicator targets normally reported to Scrutiny for 2023/24, to agree the targets against which performance information could be monitored and reported throughout the year
- b. reported that performance information was reported to the Housing Scrutiny Sub Committee on a quarterly basis, and targets reviewed on an annual basis with both tenants and the Committee at the March meeting
- c. advised that following the Covid-19 pandemic, normal management information had been collated as well as reporting performance against targets; management information had been provided wherever practically possible and members were aware of reasons for any changes to service and performance over the last few years
- d. reported that throughout 2022/23 there had been challenges in repairing and allocating empty properties due to the shortage of available workforce, supply chain issues and the increase in price of raw materials and services; new ways of delivering non-urgent repairs had been trialled and introduced and new sub-contracting arrangements were now in place
- e. highlighted that around 50% of all voids were currently resulting from the death of a tenant unfortunately, the number of tenancies becoming void had increased and the delivery of new housing developments had put further pressure on the time taken to repair a void property, particularly in cases of the death of a tenant without an executor or will which resulted in the need to apply to the Public Trustee before a tenancy could be legally terminated after 28 days
- f. added that we continued to encounter a small number of properties each month, which did not allow access for the annual gas service/safety inspection and this number was on the increase; robust processes were followed, and these failed access addresses were referred to legal services to seek an injunction from the county court in order to obtain access
- g. stated that:
  - Rent collection had continued to be challenging but the focus on early help and support had 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 had placed significant emphasis on contact through calls and visits, with new targets in place for staff.
  - Universal Credit (UC) claims had continued to increase. As the number of tenants moving on to UC increased, the proportion of tenancies in arrears would increase as UC was paid in arrears.
- h. referred to proposed realistic targets for 2023/24 based on current performance, national guidance and benchmarking with similar authorities as detailed at Appendix A to her report, for members consideration
- i. reported that the targets would be reviewed in six months' time when the operating climate was clearer.

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

The Chair referred to opportunities having been made available to make adjustments to the targets and he hoped they were now attainable, in order that members could scrutinise performance according to set measures to ensure it was up to standard.

Councillor Briggs queried whether access to properties for annual gas inspections could be made compulsory the next time the Tenancy Agreement Policy was reviewed.

Councillor Nannestad, Portfolio Holder for Quality Housing highlighted that tenants felt more vulnerable and were less happy to allow access to their properties since Covid. Once a court order was applied for this ran for the lifetime of the tenancy.

Yvonne Fox, Assistant Director for Housing explained that robust procedures were in place to acquire access to properties for gas inspections. Unfortunately people with mental health issues were sometimes reluctant to allow access, however, court injunctions were not expensive.

Mick Barber, Chair of LTP highlighted that there were minimal cases involved where access to properties for gas inspections were refused. There was a time limit on central heating/hot water systems in council properties which cut out operation if the boiler was not inspected.

RESOLVED that the proposed performance targets for 2023/24 be noted and approved.

#### **49. Report by Councillor Donald Nannestad, Portfolio Holder for Quality Housing**

Councillor D Nannestad, Portfolio Holder for Quality Housing:

- a) presented his report regarding activity and achievements within his portfolio, which included a revised schedule of Landlord Service Performance 2022/23 in number format as well as in percentage terms
- b) added that his report was similar to that presented to Performance Scrutiny Committee previously, without the information on health and private sector housing which was not within this Committee's remit
- c) highlighted two issues facing the Housing Service:

- New fire safety regulations which came into force later this month following on from Phase 1 of the Grenfell Tower Enquiry, which applied to all buildings containing two or more sets of domestic premises with common areas to evacuate in the event of an emergency. Buildings which were seven storeys or more were in a higher category i.e. Shuttleworth House, Jarvis House and Trent View. We had dedicated a small team to this issue, which had enabled us to respond to the changes to date. If resources allowed, we would look to make this team permanent in the new financial year.
- 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 had highlighted the dangers presented by mould and damp. We had 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 was needed and more than one repair was raised. In just one week in December 121 repairs were raised. We currently had a team of four operatives specifically dealing with mould and damp and if the current volume of repairs related to mould and damp continued, we would seek to make this team permanent in the new financial year.

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

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

- e) highlighted that we had invested significantly in our housing stock and were planning to spend £66.7m on improvements over the next five years
- f) reported also on progress with a housing development on Rookery Lane to add 42 new homes to the Council's housing stock due to be handed over to us at the end of March 2023, together with work anticipated to start later this calendar year to remodel existing properties at Hermit Street to provide additional flats for 2/3 people and a number of new-build homes
- g) further reported on De Wint Court now open, our first extra care home adding 70 additional homes to our stock
- h) praised housing staff for their tremendous support and the Lincoln Tenants Panel for their valuable work which continued to help improve the satisfaction of tenants
- i) invited questions from Housing Scrutiny Sub-Committee on the content of his report.

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

- Question: Would the properties at Rookery Lane be allocated to existing tenants?.
- Response: Officers had looked at the priority waiting list in terms of need and demands. There were a mix of council tenants on the transfer list requiring larger properties, together with our statutory duty to certain people in temporary private housing and in need of re housing. The properties would be allocated in batches from April 2023.
- Question: Why had 50% of available housing been allocated to homelessness cases when we were told only 25% applied?
- Response: The reason for this was an increase in domestic violence, marriage breakdowns and general homeless cases. The authority had a statutory duty to house homeless people.
- Response by Councillor Nannestad, Portfolio Holder for Quality Housing: Some private landlords may decide to increase rental charges by up to £100 a month or decide to sell for a variety of reasons. Private rental for families was practically unavailable.
- Question: With 1,000 properties currently graded at EPC Rating D or below, how would the Council achieve the standard for net zero carbon emissions by Year 2030?
- Response: The policy did not quote that all properties would achieve this standard by 2030. The target was C. Each improvement was an advancement. Some Victorian terraced houses would be difficult to reach C rating due to the age of the properties,
- Question: Did the figure of £66.7m spent on housing include expenditure on estate regeneration and communal areas?
- Response: These areas would be dealt with as part of the HRA Business review. The figures were included in the Medium Term Financial Strategy, which ran for 5 years.
- Question: Who was responsible for repairing the grass verges ruined by contractors at St Peter's Avenue?
- Response: Officers would make checks and report back to members of Housing Scrutiny Committee.
- Comment: It was pleasing to see the new properties on Rookery Lane were B Rated.
- Question: Was there a team of operatives dealing solely with mould and damp issues?
- Response: Yes operatives had been moved across from other jobs. There may be a need to increase the 4 operatives currently assigned in the future.

RESOLVED that:

1. Officers to respond to members of Housing Scrutiny Sub Committee as to who was responsible for repairing the grass verges ruined by contractors at St Peter's Avenue.
2. The contents of the report be received and noted with thanks.

**50. Work Programme Update - Looking Forward to 2023/24**

The Democratic Services Officer:

- a. advised 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 from the first meeting of the new Municipal Year
- b. reported that the work programme 2023/24 would be regularly updated in consultation with the Chair of Housing Scrutiny Sub-Committee and Chair/Vice Chair of Lincoln Tenants Panel
- c. highlighted that the work programme included those areas for scrutiny linked to the strategic priorities of the Council and housing matters, to ensure that the work of this committee remained relevant and proportionate.

RESOLVED that:

1. Further items to be added to the 2023/24 work programme on the following topics:
  - Downsizing Policy -June 2023
  - Update on Fire Assessments – June 2023
  - Anti-Social Behaviour Accreditation- August 2023
  - Complaints
  - Lincoln Standard
2. The work programme for 2023/24 be noted for use as a working document from the first meeting of the new Municipal Year.

This page is intentionally blank.



**HOUSING SCRUTINY SUB COMMITTEE****21 JUNE 2023**

<b>SUBJECT:</b>	<b>HOUSING FINANCE</b>
<b>REPORT BY:</b>	<b>CHIEF EXECUTIVE AND TOWN CLERK</b>
<b>LEAD OFFICER:</b>	<b>COLLEEN WARREN, FINANCIAL SERVICES MANAGER</b>

**1. Purpose of Report**

- 1.1 To present to the Housing Scrutiny Sub Committee the Council's Housing out-turn position for 2022/23.

**2. Summary**

- 2.1 This report will provide members with the provisional summary of actual income and expenditure compared to revised budget for the HRA and HRS services and shows how any surpluses have been allocated to reserves.
- 2.2 The full out-turn report for the Authority will be presented to Executive in July 2023.

**3. Housing Revenue Account**

- 3.1 For 2022/23 the Council's Housing Revenue Account (HRA) net revenue budget was set at a £38,670 contribution to balances, resulting in an estimated level of general balances at the year-end of £1,063,872.
- 3.2 The financial performance quarterly monitoring report for the 3rd quarter predicted an underspend of £961. The provisional outturn for 2022/23 now indicates an improvement of £119,614, resulting in an overall budget underspend of £120,575 (including additional transfers to/from earmarked reserves). This would result in HRA balances as at 31<sup>st</sup> March 2023 of £1,184,447.
- 3.3 The out-turn summary is set out in the table below:

<b>HRA PROVISIONAL OUTTURN - 2022/23</b>				
		<b>Revised Budget £'000</b>	<b>Outturn £'000</b>	<b>Variance £'000</b>
Gross Rental Income	A	(30,571)	(30,494)	77
Charges for Services & Facilities	B	(510)	(544)	(34)
Contribution towards Expenditure	C	(50)	(20)	30
Repairs Account Income	D1	0	(74)	(74)
Supervision & Management – General	D2	(659)	(725)	(66)
Supervision & Management – Special	D3	(1)	(73)	(71)
Repairs & Maintenance	E	10,022	8,982	(1,039)

Supervision & Management - General	F1	6,837	7,163	326
Supervision & Management – Special	F2	1,533	1,613	79
Rents, Rates and Other Premises	G	486	621	135
Increase in Bad Debt Provisions	H	250	300	50
Insurance Claims Contingency	I	169	284	115
Contingencies	J	(29)	0	29
Depreciation	K	7,450	7,862	412
Impairments	L	0	0	0
Debt Management Expenses	M	15	9	(6)
HRS Trading Deficit/(Surplus)	N	0	222	222
<b>Net Cost of Service</b>	<b>O</b>	<b>(5,058)</b>	<b>(4,873)</b>	<b>186</b>
Loan Charges Interest	P	2,580	2,432	(148)
Investment/Mortgage Interest	Q	(66)	(614)	(547)
<b>Net Operating Inc/Exp</b>	<b>R</b>	<b>(2,544)</b>	<b>(3,054)</b>	<b>(510)</b>
Capital Accounting Adjustments	S	0	0	0
Major Repairs Reserve Adjustment	T	2,559	2,147	(412)
Transfers to/from reserves	U	(53)	748	801
<b>(Surplus)/Deficit in Year</b>	<b>V</b>	<b>(39)</b>	<b>(159)</b>	<b>(121)</b>
Pension Reserve	W	0	0	0
<b>Balances b/f @ 1st April 22</b>	<b>X</b>	<b>(1,025)</b>	<b>(1,025)</b>	<b>0</b>
(Increase)/Decrease in Balances	Y	(39)	(159)	(121)
<b>Balances c/f @ 31st March 23</b>	<b>Z</b>	<b>(1,064)</b>	<b>(1,184)</b>	<b>(121)</b>

There are a significant number of provisional year-end variations in income and expenditure against the approved budget, full details of the main variances are provided in Appendix B while the table below sets out the key variances:

<b>Housing Revenue Account Forecast year-end key variances:</b>	<b>Forecast £'000</b>
Additional transfers to Reserves (see para 4.6)	680
Increased depreciation following revaluation of HRA assets	412
Pay award settlement	212
Energy inflation increases	135
Insurance Claims	115
Housing IT Cloud License Fee	107
Less:	
Increased Investment Interest	(547)
Direct Revenue Financing Adjustment	(412)
Repairs and Maintenance – Painting and Pre-Painting	(641)
Repairs and Maintenance – Other underspends on repairs accounts	(282)
Reduction in Loan Charges	(148)
HRS Recharges:	
Housing Repairs Service Overall Deficit Repatriation	222

Repairs and Maintenance – Responsive Repairs	(537)
Repairs and Maintenance – Voids, Aids & Adapts & Cleansing work increase	274
Skip charges	143
Net Other Variances	147
<b>Overall forecast deficit/(surplus)</b>	<b>(120)</b>

Whilst the movement from Q3 to provisional outturn position is not significant, there have been a number of significant movements, which include:

	£'000
Additional Contribution to Earmarked Reserves (see para 3.6)	680
Insurance Claims	115
Reduction in HRS recharges, predominantly due to increase in capitalised works	(238)
Final outturn position in the HRS – repatriation reduction	(181)
Reduction in Repairs Account expenditure	(157)
Reduction in loan charges interest	(148)
Increase Rent & Service Charge income	(100)

#### 3.4 The main variances for HRA cover:

- Nationally agreed pay inflation – the pay offer, made by the National Employers for Local Government Services, was accepted by the Trade Unions in early November and saw a flat rate increase of £1,925 to all employees, equivalent to a 10.5% increase for the lowest paid members of staff and with the majority of officers receiving pay rises above 5%.
- HRA Repairs Account – repairs and maintenance costs, predominantly on Painting and Pre-painting, are significantly underspent as a result of delays in the procurement of a new contractor. In addition, the level of responsive repairs requested and recharged from the HRS has reduced (see section 4 for further details)
- Housing Repairs Services (HRS) – the service has reported a deficit, which is consequentially repatriated to the HRA, see section 5 for further details.
- Investment income – as a result of the rising Bank of England Base Rate, which has further increased to 4.25%, the level of interest earned on the HRA's cash balances has increased significantly. At present there has been limited consequent impact on the cost of borrowing all debt is at fixed rates and no new borrowing has been undertaken.

3.5 In line with the General Fund, many of the key variances are predominately driven by the rapidly escalating levels of inflation and the impact of external economic factors, which were unforeseen and far exceed the assumptions underpinning the MTFS. In addition, the HRA is experiencing a number of other variances due to demand pressures and current recruitment and retention challenges.

3.6 The provisional outturn of a £120,575 budget underspend includes four additional transfers to earmarked reserves, in addition to those transfers to/from earmarked

reserves already approved and budgeted for. These further contributions to/from earmarked reserves are set out below:

- Invest to Save Reserve - £240,000, to support future initiatives to deliver ongoing efficiencies.
- Strategic Priority Reserve - £240,000, to support future projects in support of Vision 2025 and the HRA Business Plan.
- HRA 30 Year Business Plan reserve - £100,000, to fund consultancy, additional software requirements and specialist advice.
- HRA IT Reserve - £100,000, to fund further costs in relation to the current replacement of the main housing IT system.

3.7 Following contributions to earmarked reserves the underspend of £120,575 would result in HRA general balance of £1,184,447 as at 31<sup>st</sup> March 2023, remaining within prudent levels.

3.8 The level of each of the current earmarked reserves, as at 31<sup>st</sup> March 2023 is attached at Appendix D. The appendix takes account of the contributions to earmarked reserves agreed as part of the revised budget and the drawdown of funding to cover expenditure and the additional transfers set out in para. 3.6 above.

#### 4. Housing Repairs Service

4.1 For 2022/23 the Council's Housing Repairs Service (HRS) net revenue budget was set at zero, reflecting its full cost recovery nature.

4.2 The outturn for 2022/23 shows a trading deficit of £221,845, a movement of £198,439. The movement is as a result of the delay in billing of void jobs as highlighted at Quarter 3, which made forecasting the outturn position difficult.

4.3 The net trading deficit of £221,845 is the result of several year-end variations in income and expenditure against the approved budget. The main over and underspends included within the provisional outturn are detailed in Appendix F, while the key variances are summarised below:

<b>Housing Repairs Service Forecast year-end key variances:</b>	<b>Forecast £'000</b>
Increased use of sub-contractors and increases in sub-contractor prices	1,417
Pay award settlement	110
Skip & equipment hire	103
Less:	
Reduction in material costs due to less jobs being carried out by HRS operatives	(326)
Staff vacancies due to recruitment and retention challenges	(277)
Overachieved income due to high level of voids works	(855)
Net other variances	50
<b>Overall forecast deficit/(surplus)</b>	<b>222</b>

- 4.4 The main contributory factor to the deficit is the ongoing recruitment and retention challenges, which is being felt not just by the council but across the construction industry as a whole. This inability to attract and retain staff results in a greater reliance on the use of sub-contractors to ensure that service demands are met. The cost of using subcontractors is however more expensive than the HRS's own workforce, due to the ongoing impact of Covid19, the current inflationary crisis and a reduced pool of contractors from which to secure services. These additional costs are therefore not fully offset by the vacancy and material savings achieved by not carrying out the work internally. These increased costs are further compounded by increased demands resulting from the higher level of voids currently being experienced, although this is partially offset by a reduction in responsive repairs works being requested.
- 4.5 As the increased subcontractor costs are not reflected in the service hourly rate and overhead recovery is not recouped on sub-contractors this results in an under recovery of full costs from the HRA. Despite this, the overall level of rechargeable income is overachieved due to the volume of voids works being undertaken (of both a capital and revenue nature), albeit at a higher cost, compensating for a reduction in responsive repairs works.
- 4.6 The forecast deficit also includes the impact of the nationally agreed pay award implemented in December, which was significantly over and above the assumptions included within the MTFS, and the impact of increased inflation on utilities as a result of the escalating cost of gas and electricity supplies as outlined in both the General Fund and HRA variances.
- 4.7 The deficit of £221,845 has been recharged to the HRA, which is the major service user. This is reflected in the HRA outturn within this report.

## **5. Resource Implications**

- 5.1 The financial implications are contained within the report.
- 5.2 There are no legal implications arising from this report.

## **6. Recommendations**

- 6.1 That Housing Sub Committee note the provisional out-turn position for HRA and HRS for 2022/23.

**Is this a key decision?** No

**Do the exempt information categories apply?** No

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

**Does this report contain appendices?** Yes

**List of Background Papers:** None

**Lead Officer:** Colleen Warren, Financial Services Manager  
[colleen.warren@lincoln.gov.uk](mailto:colleen.warren@lincoln.gov.uk)

**HOUSING REVENUE ACCOUNT FUND SUMMARY – OUTTURN 2022/23**

<b>HRA PROVISIONAL OUTTURN – 2022/23</b>				
		<b>Revised Budget £'000</b>	<b>Outturn £'000</b>	<b>Variance £'000</b>
Gross Rental Income	A	(30,571)	(30,494)	77
Charges for Services & Facilities	B	(510)	(544)	(34)
Contribs towards Expenditure	C	(50)	(20)	30
Repairs Account Income	D1	(0)	(74)	(74)
Supervision & Management – General	D2	(659)	(725)	(66)
Supervision & Management – Special	D3	(1)	(73)	(71)
Repairs & Maintenance	E	10,022	8,982	(1,039)
Supervision & Management – General	F1	6,837	7,163	326
Supervision & Management – Special	F2	1,533	1,613	79
Rents, Rates and Other Premises	G	486	621	135
Increase in Bad Debt Provisions	H	250	300	50
Insurance Claims Contingency	I	169	284	115
Contingencies	J	(29)	0	29
Depreciation	K	7,450	7,862	412
Impairments	L	0	0	0
Debt Management Expenses	M	15	9	(6)
HRS Trading Deficit/(Surplus)	N	0	222	222
<b>Net Cost of Service</b>	<b>O</b>	<b>(5,058)</b>	<b>(4,873)</b>	<b>186</b>
Loan Charges Interest	P	2,580	2,432	(148)
Investment/Mortgage Interest	Q	(66)	(614)	(547)
<b>Net Operating Inc/Exp</b>	<b>R</b>	<b>(2,544)</b>	<b>(3,054)</b>	<b>(510)</b>
Capital Accounting Adjustments	S	0	0	0
Major Repairs Reserve Adjustment	T	2,559	2,147	(412)
Transfers to/from reserves	U	(53)	748	801
<b>(Surplus)/Deficit in Year</b>		<b>(39)</b>	<b>(159)</b>	<b>(120)</b>
Pension Reserve	W	0	0	0
<b>Balances b/f @ 1st April</b>	<b>X</b>	<b>(1,025)</b>	<b>(1,025)</b>	<b>0</b>
(Increase)/Decrease in Balances	Y	(39)	(159)	(120)
<b>Balances c/f @ 31st March</b>	<b>Z</b>	<b>(1,064)</b>	<b>(1,184)</b>	<b>(120)</b>

### **Housing Revenue Account Variances - Outturn 2022/23**

The variances analysed in the table below exclude any technical adjustments and only cover the true under or overspends. Figures in brackets indicate an under spend of expenditure or additional income.

<b>Ref</b>		<b>£</b>	<b>Reason for variance</b>
<b><u>Reduced Income</u></b>			
A	Gross Rental Income	43,960	Reduction to Rental income predominantly due delayed occupancy in tenants in De Wint Court.
A	Gross Rental Income	29,870	Non-dwelling rental income reduced due to increase in garage voids.
C	Court Costs	29,700	Reduction in recovered income from court costs as less cases in year than anticipated.
B	Charges for Services and Facilities	20,760	Reduction in De Wint Service Charge income due to delay in tenancy start dates.
<b><u>Increased Income</u></b>			
Q	Investment Interest	(547,450)	Increased investment income as a result of higher interest rates.
D1	Supervision & Management – Special	(69,040)	Additional income from rechargeable void works
F1	Supervision & Management – General	(58,100)	Credit relating to overpayment from previous financial year.
D2	Supervision & Management – General	(46,560)	Additional income from recoverable garden void works
D2	Supervision & Management – General	(32,660)	Surplus on NSAP & RSAP properties attributable to HRA.
<b><u>Reduced Expenditure</u></b>			
E	Repairs & Maintenance	(641,010)	Reduction on Painting & Pre-painting costs due to delays in tendering process.
E	Repairs & Maintenance	(281,830)	Other material underspends on Repairs Account.



T	Major Repairs Reserve Adjustment	(412,250)	Reduced contribution to Major Repairs Reserve to offset the increase in depreciation costs following revaluations of properties in year.
E	Repairs & Maintenance	(537,500)	Reduced HRS expenditure on Responsive Repairs, offset by increases on Voids, A&A and Cleansing below (net underspend £263.1k)
F	Supervision & Management	(183,200)	Reduced expenditure on Employee Costs due to staff vacancies.
P	Loan Charges Interest	(148,050)	Reduction in loan charges interest due to no borrowing undertaken in year due to high interest rates.

#### **Increased Expenditure**

U	Transfers to/from Reserves	680,000	Additional contributions to reserves (as set out in para 4.6).
K	Depreciation	412,250	Increase in depreciation costs following revaluation of housing stock, offset by a Major Repairs reserve.
E	Repairs & Maintenance	274,360	Increased HRS expenditure on Voids, Aids & Adaptations & Cleansing, wholly offset by reduced cost on Responsive Repairs above.
N	HRS Surplus/Deficit	221,850	HRS deficit position (refer to HRS variances).
F1	Supervision & Management – General	193,670	Cost of agency staff to cover staff vacancies within Supervision & Management.
F1	Supervision & Management – General	107,070	Licensing costs for Housing IT system replacement.
E	Repairs & Maintenance	142,920	Unattributable skip charges from HRS.
F2	Supervision & Management – Special	129,190	Implementation of revised staffing structure to deliver ongoing efficiencies.
I	Insurance Claims	115,330	Insurance claims not funded from the insurance reserve.
G	Rent, Rates & Other Premises	101,570	Utility cost increases across the HRA.
F1	Supervision & Management – General	95,940	Additional voids work costs.

F1	Supervision & Management – General	51,390	Further consultancy support required for housing IT system replacement project and 30 Year Business Plan development.
K	Bad Debt Provision	50,400	Increase in Bad Debt provision, based on level of year end arrears.

**Housing Revenue Account Reserves 2022/23**

<b><u>HRA</u></b>	<b>Revised Opening Budget £000's</b>	<b>Budgeted Contribution £000's</b>	<b>In Year Movements £000's</b>	<b>Closing Balance £000's</b>
Capital Fees Equalisation Reserve	110	-	-	110
De Wint Court Reserve	73	-	-	73
De Wint Court Sinking Fund	-	-	10	10
Disrepairs Management Reserve	300	-	-	300
Housing Business Plan Reserve	77	-	100	177
Housing Repairs Service	126	-	11	137
HRA IT Reserve	-	-	135	135
HRA Repairs Account	1,351	-	-	1,351
HRA Strategic Priority Reserve	582	(15)	197	764
Invest to Save (HRA)	253	(81)	244	416
NSAP/RSAP Sinking Fund	-	-	9	9
Strategic Growth Reserve	5	-	-	5
Tenant Satisfaction Survey	-	-	22	22
<b>Total HRA Reserves</b>	<b>2,876</b>	<b>(96)</b>	<b>729</b>	<b>3,509</b>

**Housing Repairs Service Summary – Outturn 2022/23**

	<b>Revised Budget £'000</b>	<b>Outturn £'000</b>	<b>Variance £'000</b>
Employees	3,403	3,235	(167)
Premises	118	131	13
Transport	418	397	(21)
Materials	1,415	1,089	(326)
Sub-Contractors	2,044	3,460	1,417
Supplies & Services	307	492	185
Central Support Costs	579	556	(23)
Capital Charges	0	0	0
<b>Total Expenditure</b>	<b>8,283</b>	<b>9,361</b>	<b>1,077</b>
Income	(8,283)	(9,139)	(855)
<b>(Surplus)/Deficit</b>	<b>0</b>	<b>222</b>	<b>222</b>

### **Housing Repairs Service Variances - Outturn 2022/23**

The table below provides a summary of the provisional outturn position.

	£	Reason for Variance
<b><u>Reduced Expenditure</u></b>		
Employee Costs	(395,570)	Vacancies within the Operative staff.
Direct Materials	(326,420)	Reduced levels of materials spend mainly due to use of sub-contractors instead of own workforce due to vacancies.
<b><u>Increased Expenditure</u></b>		
Employee Costs	118,370	Agency and backfill costs covering vacancies offset by savings above.
Employee Costs	110,000	Impact of nationally agreed pay award above budget assumptions.
Sub-Contractors	1,416,770	Increased use of sub-contractors to cover vacancies within the operative team.
Supplies & Services	103,230	Increased skip and equipment hire costs.
Supplies & Services	79,525	Contractual costs, mobile phone & utility inflation costs.
<b><u>Increased Income</u></b>		
Income - Other	(855,410)	Increase in income due to additional void works carried out. This is offset by the increase in void sub-contractor spend.

This page is intentionally blank.

**SUBJECT: HOUSING FIRE RISK ASSESSMENT UPDATE**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHORS: MATT HILLMAN, ASSISTANT DIRECTOR  
MARTIN KERRIGAN, FIRE SAFETY ASSURANCE  
MANAGER**

## 1. Purpose of Report

- 1.1 To update committee on City of Lincoln Council's (CoLC) current position regarding Fire Risk Assessments to the Housing stock including High Rise Tower Blocks, Sheltered Housing Schemes and Low Risk Flats only.

## 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.

## 3. Progress to Compliance

- 3.1 The position of Technical Officer (Fire Safety) within the Safety Assurance team is vacant pending job evaluation.
- 3.2 A fire risk assessor has been engaged 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.
- 3.3 The table below shows an update of the current position regarding the Fire Risk Assessments.

	Percentage with current FRA
1. Tower Blocks	100.00

Sheltered Housing Schemes

	Percentage with current FRA
2. Warden/ Sheltered Housing Schemes	81.82

### Low Rise Blocks

Area	Percentage with current FRA
3. Ermine East	50.00
4. Ermine West	100.00
5. St Giles	100.00
6. Burton Road and Newport	100.00
7. City Centre	89.72

8. Tower and Stamp End	100.00
9. Birchwood	87.72
10. Hartsholme	100.00
11. Boultham	9.32
12. Bracebridge	0.00
Total Low Rise	68.90

#### **4. Strategic Priorities**

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

The programme to undertake Fire Risk Assessment to all properties as necessary is making good progress, and properties without a Fire Risk Assessment is reducing.

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

#### **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 asked to note the fire risk assessment update to Housing stock.

**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?** One

**List of Background Papers:** None

**Lead Officer:** Martin Kerrigan, Fire Safety Assurance Manager  
[Martin.Kerrigan@lincoln.gov.uk](mailto:Martin.Kerrigan@lincoln.gov.uk)

This page is intentionally blank.

Housing - Fire Risk  
Assessments

Tower Blocks (High  
Rise).

	No. of Properties	No. Requiring FRA	FRA Complete	Outstanding	FRA Needing Review	Percentage with current FRA
1. Tower Blocks	3	3	3	0	0	100.00

Sheltered Housing  
Schemes

	No. of Properties	No. Requiring FRA	FRA Complete	Outstanding	FRA Needing Review	Percentage with current FRA
2. Warden/ Sheltered Housing Schemes	11	11	9	2	6	81.82

\* Lenton Green/  
Risby Green  
Communal Hall  
only

**Low Rise Blocks**

Area	No. of Properties	No Communal Areas	No. Requiring FRA	FRA Complete	Outstanding	FRA Needing Review	Percentage with current FRA
3. Ermine East	60	0	60	30	30	30	50.00
4. Ermine West	105	16	89	89	0	78	100.00
5. St Giles	25	8	17	17	0	0	100.00
6. Burton Road and Newport	33	4	29	29	0	0	100.00
7. City Centre	112	5	107	96	11	0	89.72
8. Tower and Stamp End	73	13	60	60	0	0	100.00
9. Birchwood	66	9	57	50	7	0	87.72
10. Hartsholme	32	2	30	30	0	30	100.00
11. Boutham	122	4	118	11	107	0	9.32
12. Bracebridge	31	0	31	0	31	0	0.00
Total Low Rise	659	61	598	412	186	138	68.90

This page is intentionally blank.

**SUBJECT: SCHEDULED REPAIRS REVIEW**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: AMY LARDER, RESOURCE TEAM LEADER**

## **1. Purpose of Report**

- 1.1 This report reviews the performance of Scheduled Repairs, which commenced on 07/02/2022 following a trial extension period ending on the 04/02/2022.

## **2. Executive Summary**

- 2.1 Scheduled repairs commenced on the 07 February 2022 (The first day of a new cycle starting in North area) and ongoing today 12<sup>th</sup> June 2023. The data gathered in this report shows a comparison from the most recently completed cycle of scheduled repairs 2<sup>nd</sup> January 2023 (1<sup>st</sup> day of North Cycle) until the 16<sup>th</sup> April 2023 (Last day of South Cycle) and the first full cycle of 2022 to show a similar time of year comparison from 07<sup>th</sup> February 2022 (first day of North cycle) until 29<sup>th</sup> April 2022 (last day of south Cycle).

- 2.2 It is considered that there are numerous advantages and benefits, for tenants and for the Council, to delivering Scheduled Repairs when compared to service delivery via the previous system. These advantages relate to customer satisfaction, operational efficiency, operational performance, potential financial savings, and the environment.

- 2.3 The data\* gathered evidence's clear benefits of the Scheduled Repairs delivery mechanism in terms of

- An increase in the % of repairs completed "right first time."
- A reduction in the % of "follow on" appointments required.
- A reduction in the % of "no access" visits
- A reduction in the % of cancellations
- Substantial decreases in fuel spend and fleet mileage.
- Substantial decreases in CO2 emissions

*\*Expressed as a percentage of the total number of repairs orders raised in each respective period in order that like for like comparisons can be made.*

- 2.4 Scheduled Repairs continue to be delivered following the completion of the extended trial on 4<sup>th</sup> February 2022.

### **3. Background**

- 3.1 Prior to August 2020 Housing Repairs Service (HRS) operated a Responsive Repairs service whereby all non-urgent repairs were completed within 20 days and emergency repairs within 24 hours. Operatives were assigned to attend repairs anywhere within the city boundary. Repairs were not organised by location and following the completion of a repair, operatives were deployed to undertake the next repair job without reference to the geographical proximity of the next repair to be undertaken.
- 3.2 Tenant feedback obtained previously regarding the repairs service indicated that tenants wanted fewer appointments in total, fewer missed appointments, less “follow on” work, a greater choice and flexibility in terms of appointment slots for repairs, less disruption and certainty that repairs would be carried out and completed on a pre-arranged date.
- 3.3 Prior to the Covid-19 pandemic HRS had begun to explore the possibility of using an alternative method of delivering Responsive Repairs that would potentially be more efficient, cheaper, and in line with previous feedback from tenants. This new method is termed Scheduled Repairs. A Scheduled Repair is a repair that needs to be completed that is not urgent and that is unlikely to cause a risk to tenants, their belongings, or their home.
- 3.4 In principle, carrying out scheduled repairs in one geographic area for a concentrated period means that overall, a greater number of repairs can be undertaken with the same amount of labour resource.
- Unproductive travelling time between different areas of the city is minimised as once a repair or batch of repairs in a property have been completed the operatives next repair appointment will be in the same geographic area of the city.
  - Material usage can be planned to ensure that the correct materials are delivered or obtained in time for the appointment. This reduces operative standing time as the materials required for a repair will be available on the operative’s vehicle or pre delivered to site to enable the repair or batch of repairs to be completed without delay. This also reduces operative visits to Hamilton House, the JPS Managed Stores, and local merchants.
  - If capacity allows Resource Planners are able to expedite other repairs at different properties in the same area. Increased efficiency means that labour resource can be redirected to other HRS work streams.
  - Improvement in housing stock standard. A greater repairs capacity obviously leads to a greater number of repairs being carried out which will have a direct impact upon the quality of housing stock overall as well as the standard of individual tenants’ homes and their quality of life. This will assist The Council in becoming the landlord of choice.

3.5 Scheduled Repairs were introduced on a permanent basis from the 7<sup>th</sup> February 2022. Priority repairs continue to be completed within 24 hours and urgent repairs within 3 days. Scheduled repairs are currently being carried out at set times of the year, across four set areas in the city. Using the Scheduled Repairs system non-urgent repairs are carried out at set times of the year, across four set areas in the city on a 12-week rolling basis. The Four Areas of the City are.

- North (Ermine East, West and Newport)
- East (St Giles and Monks Road)
- Central (Boultham Moor, Bracebridge, Manse, and City Centre)
- South (Birchwood and Hartsholme).

3.6 Central to the delivery is the welfare unit re-located to each of the 4 areas. The welfare unit provides.

- Welfare facilities for operatives
- A workspace for Team Leaders in each of the four areas
- A drop off point for materials
- A base from which to carry out area inspections.
- Increased capacity for employees to work from Hamilton House if required.

#### 4. Details

It was agreed that scheduled repair work would commence on a permanent basis on the 7<sup>th</sup> of February 2022 (the first day of the Scheduled Repairs North Area) and is currently ongoing.

##### 4.1 Data Comparison

*\*= expressed as a percentage of the total number of repairs orders raised in each respective period.*

<b>Data Category</b>	<b>Cycle 1 2022 Date range 07/02/2022- 29/04/2022</b>	<b>Cycle 1 2023 Date range 02/01/2023- 16/04/2023</b>	<b>Outcome</b>
<b>Number of repairs orders raised</b>	3825	5262	27% Increase in repairs reported for the most recent cycle some of this increase can be attributed to damp and mould remedial repairs following an increase in demand for inspections since November

			2022. We have also highlighted several duplications being raised.
<b>% of repairs orders attended and completed right first time</b>	90.48%	91.78%	1.3% increase in first time fix being achieved.
<b>Number of repairs orders cancelled</b>	935	182	80% reduction in number of repairs being cancelled this is predominantly due to the ability to schedule repairs in at first point of contact we are not as reliant on correct telephone numbers to schedule repairs in.
<b>% of follow On's</b>	8.57 %	5.89%	2.68% reduction in the number of follows On's being returned, and materials required.
<b>% of no access appointments</b>	8.07%	9.08%	1.03% Increase currently in no access appointments.

#### 4.2 Developing the Scheduled Repairs Service

The Review of Scheduled Repairs has identified several improvements that could be introduced to further refine service delivery.

We have already implemented some improvements previously identified such as:

- Operatives are now able to book follow on works from site with resource planners.
- We have increased the number of team briefings to operatives and team leaders.
- We have automated the scheduling system to allow customer services and resource planners the ability to schedule repairs in for customers when first reporting their repair without the need for a call back.
- Customer satisfaction text messages have recently been implemented to gather feedback.

We would now look to introduce some further improvements to the service such as:

- The data shows a reduction in repairs being reported for certain areas of the city and with feedback from customers we would want to reduce the current 12 -weekly cycle to a 9-weekly cycle. Providing shorter cycle and wait time for the customer for completion of repairs as we would be working in the areas more frequently, we would look to split the 9-weekly cycle across the four areas based on property numbers per area and current repair levels.



North	2 weeks
East	2 weeks
Central	3 weeks
South	2 weeks

- To develop the departmental guidance document to include scheduled repairs processes. Regularly reviewing the processes and delivery of these through regular team briefings and training where required to ensure service consistency across all team members.
- To increase the number of post inspections to ensure customer satisfaction and completion or rectification of unsatisfactory works.
- Any future excess resource deployed on Scheduled repairs to be redeployed to support other work streams such as minor aids and adaptations and voids.
- Resource Planners to seek more repairs advice from HRS operatives and encourage job shadowing to increase knowledge.
- Keeping tenants informed by sending regular reminders about appointments and how they can cancel them in advance if required.
- Introducing an improved Impress stock and ordering system to improve first time fix .
- Technical support for Resource Planners and Customer Services to improve their technical understanding of repairs. This will enable Customer Services to pre-load the appointments more accurately.
- Up to date contact details for tenants are required to assist in further reducing “No access appointments.”
- Review the online repairs reporting process as the current process is creating incorrect resources being allocated, creating less availability within the scheduler for genuine appointment.
- A new mobile working IT platform will ensure that operatives will have instant access to job tickets via their mobile working device, this not only removes the need for paper-based systems but also allows jobs to be updated and amended by the operative whilst on site. This will ensure that all repairs are closed off with the correct completion status allowing HRS to accurately report on performance.

## 5. Strategic Priorities

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

Scheduled Repairs are aligned with The Councils strategic priorities.

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

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

## 5.2 **Let's deliver quality housing.**

Scheduled Repairs are aligned with The Council's strategic priorities.

- Let's improve housing standards for all.

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

## 5.3 **Let's enhance our remarkable place.**

Scheduled Repairs are aligned with The Council's strategic priorities.

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

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

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

Scheduled Repairs are aligned with The Council's strategic priorities.

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

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

# 6. **Organisational Impacts**

## 6.1 **Finance**

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

- A reduction in fuel consumption and spend.

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

## 6.2 **Legal Implications including Procurement Rules**

N/A

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

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

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

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

## 6.4 **Human Resources**

N/A

## 6.5 **Land, Property and Accommodation**

N/A

## 6.6 **Significant Community Impact**

N/A

## 6.7 **Corporate Health and Safety Implications**

N/A

## 7. **Risk Implications**

### 7.1 (i) Options Explored

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

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

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

## 8. Recommendations

- Continue to deliver Scheduled Repairs.
- Introduce North, Central and South welfare units at Lenton Green, Newland Street West, and Birchwood respectively and continue to utilise the Greetwellgate site subject to planning.

**Is this a key decision?** Yes

**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:** Amy Larder, Resource Team Leader  
[amy.larder@lincoln.gov.uk](mailto:amy.larder@lincoln.gov.uk)

## **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:

LTP recently attended a voids refresher training course delivered by tenancy services and resident involvement and all members of LTP have signed up to become a voids inspector. I continue to hold quarterly meetings with the voids team leader reviewing void inspections and targets. We have successfully inspected twelve voids December – April and all have surpassed our standards. We understand inspecting a targeted one property a week may be difficult due to property type and availability, we have agreed to inspect as many as possible and take direction from the voids team – our aim is to increase from 5% to 10%. A suggestion to conduct multiple void inspection is currently under review by void team's leader.

The complaints review group continue to hold quarterly meetings - We have requested recommendations shared with relevant officers together with a request for further feedback relating to some complaints. The ASB working group have completed the second review cycle and have identified improvements - Three LTP members are also in the process of trying to obtain an ASB accreditation. The schedule of repairs (SOR) working group have put forward recommendations to increase awareness of SOR programme on Facebook together with link to main calendar. LTP volunteered and assisted various officers from City of Lincoln Council (CoLC) at a fire safety exercise at Jarvis House, we found the events to be successful, in particular, tenants at Jarvis House actively engaged with officers and Lincolnshire Fire and Rescue. LTP have reviewed CoLC Lincoln standards, fencing and communal area policy and submitted recommendations. We continue to hold our monthly LTP meetings and have recruited a new LTP member, we have eleven LTP inducted LTP members.

LTP continue to represent COLC at Association of Retained Council Housing (ARCH) and Debbie Rousseau is now a fully opted committee member allowing me to represent COLC as a panel member on the Social Housing Quality Register online community Panel attending online webinars. LTP have joined TPAS – the leading tenant engagement experts. TPAS are a not-for-profit organisation and have been representing Registered Provider's, Local Authorities, ALMO's (arms length management organisation) etc since 1988 and promote, support and champion tenant involvement and empowerment in social housing across England. We have recently completed an introductory online seminar and in the process of joining online training sessions and webinars covering housing related subjects.

Thank You!



### **Allocations Breakdown April 2022 - March 2023**

During 2022-2023, the Council allocated 570 properties. The table below indicates the type of applicant who the properties were allocated to. The second table breaks down allocation by property type.

We continue to see a trend towards young, single people applying for housing, and we also continue to have high numbers of homelessness applications resulting in a high proportion of lets being made to those to whom we owe a statutory duty.

<b>Type</b>	<b>Lets</b>	<b>%</b>
HOMELESS	333	<b>58.4</b>
REGISTER	100	<b>17.5</b>
TRANSFER	137	<b>24.0</b>
<b>Grand Total</b>	<b>570</b>	

We are required to ensure that any household who is homeless or threatened with homelessness is prioritised for accommodation.

The Council has set a quota for transfer applicants to move into more suitable accommodation that meets their changing needs. The target for transfers is 25% of all lettings so we finished the year only very slightly below target, so ensuring that we balance local needs and Government priorities.

<b>HOMELESS</b>	<b>333</b>
1 BED	
BUNGALOW	2
1 BED FLAT	197
1 BED HOUSE	2
2 BED	
BUNGALOW	2
2 BED FLAT	37
2 BED HOUSE	39
3 BED FLAT	1
3 BED HOUSE	27
4 BED HOUSE	3
BEDSIT	9
HIGH RISE	14
<b>Transfer</b>	<b>137</b>
1 BED	
BUNGALOW	16
1 BED FLAT	59
2 BED	
BUNGALOW	4
2 BED FLAT	19

2 BED HOUSE	19
3 BED	
BUNGALOW	2
3 BED HOUSE	14
BEDSIT	3
HIGH RISE	1
<b>REGISTER</b>	<b>100</b>
1 BED	
BUNGALOW	3
1 BED FLAT	53
2 BED	
BUNGALOW	1
2 BED FLAT	18
2 BED HOUSE	7
3 BED HOUSE	6
4 BED HOUSE	2
BEDSIT	3
HIGH RISE	7
<b>Grand Total</b>	<b>570</b>

Alison Timmins  
Housing Solutions Manager  
June 2023



:

<b>SUBJECT:</b>	<b>HOUSING PLANNED WORKS 2023-24</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>KEVIN BOWRING, INVESTMENT MANAGER</b>

## **1. Purpose of Report**

- 1.1 At the Housing Scrutiny Sub Committee meeting held on 3<sup>rd</sup> November 2022, a request was made to provide a list of planned works programmes for 2023-24 that are to be delivered within the housing stock.

## **2. Housing Planned Works Programme 2023-24**

- 2.1 The programme of work is contained within Appendix 1.
- 2.2 The programme is a live document and was compiled on the 1<sup>st</sup> of June 2023. Further addresses will be added to the programmes during the remainder of the year, for example following surveys or referrals from the Housing Repair Service. Occasionally addresses will be removed from the programme due to refusals and failed access for example.

## **3. Organisational Impacts**

### **3.1 Finance**

There are no direct financial implications arising from this report.

### **3.2 Legal Implications (Including Procurement Rules)**

There are no direct legal implications arising from this report.

### **3.3 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

## **4. Recommendation**

The committee is asked to consider and discuss the contents of the report.

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	One
<b>List of Background Papers:</b>	None
<b>Lead Officer:</b>	Kevin Bowring, Investment Manager <a href="mailto:Kevin.bowring@lincoln.gov.uk">Kevin.bowring@lincoln.gov.uk</a>

## Cuurent 2023/24 programmed works as at 1/6/2023

Blocks rather  
than  
properties

<b>No. of properties</b>		<b><u>Programme</u></b>							
<b><u>Ward</u></b>	<b>Street</b>	<b>Boiler</b>	<b>Kitchen</b>	<b>Bathroom</b>	<b>External Decs</b>	<b>Doors</b>	<b>Windows</b>	<b>Communal doors</b>	<b>Grand Total</b>
51  Longdales	Balmoral House							2	2
	Barkston Gardens		1						1
	Bassingham Crescent					1			1
	Belvedere House							1	1
	Belvedere House	1							1
	Brattleby Crescent		1						1
	Carlton Grove	1	1						2
	Cheshire House					1			1
	Cornwall House		1	1				1	3
	Dunholme Court		1						1
	Dunston Close					1			1
	Edlington Close			1			3		4
	Gloucester House		1					1	2
	Hannah House	2				1		3	6
	Hanover House							1	1
	Hardwick Place		1	1					2
	Harewood House		1					2	3
	Holyrood House			2				1	3
	Imp Close					2			2
	Ingleby Crescent		1			1			2
	Lambeth House	1				1			2
	Laughton Way	1							1
	Laughton Way North		1			2			3
	Learoyd House	1	1	1					3
	Lenton Green		1			3			4
	Marlborough House	1							1
	Nettleton House							3	3

No. of properties		<u>Programme</u>							
<u>Ward</u>	Street	Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	Grand Total
	Nocton Drive		1			4			5
	Redbourne Drive	1				1			2
	Rolleston Close					4			4
	Sandringham House							1	1
	Scopwick Place	1		1					2
	Somerset House							1	1
	Stapleford Avenue					1			1
	Stuart House							2	2
	Thoresway Drive	1				1			2
	Tudor House	1							1
	Waddingworth Grove					1			1
	Welbourn Gardens					1			1
	Welton Gardens	1							1
	Williamson Street		2	1		1		1	5
	Windsor House	1	1						2
<b>Longdales Total</b>		<b>14</b>	<b>16</b>	<b>8</b>		<b>27</b>	<b>3</b>	<b>20</b>	<b>88</b>

No. of properties									
<u>Ward</u>	<u>Street</u>	<u>Programme</u>							
		Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	Grand Total
Boultham	Alfred Street		1		12	4			17
	Boundary Street	1		1					2
	Gaunt Street	2	1	2	121	5		1	132
	Lexington House	2	1	2		1	1		7
	Princess Street	3	1	1	77	1		1	84
	St Andrews Gardens					2			2
	St Botolphs Crescent	1	1	3	89	2			96
	Stanley Street					1			1
	Toll Bar House				16	1			17
<b>Boultham Total</b>		<b>9</b>	<b>5</b>	<b>9</b>	<b>315</b>	<b>17</b>	<b>1</b>	<b>2</b>	<b>358</b>

No. of properties		<u>Programme</u>							
<u>Ward</u>	<u>Street</u>	<u>Boiler</u>	<u>Kitchen</u>	<u>Bathroom</u>	<u>External Decs</u>	<u>Doors</u>	<u>Windows</u>	<u>Communal doors</u>	<u>Grand Total</u>
Birchwood	Aberporth Drive	1		1		2			4
	Alness Close	1	1	1		4	1	1	9
	Andover Close			1		3	7	1	12
	Bawtry Close	1	1						2
	Birchwood Avenue	3				2			5
	Broomhill	2		1		39			42
	Camwood Crescent	3	1	2		3			9
	Cassia Green	1							1
	Chivenor Close	2							2
	Clematis Approach					9			9
	Cosford Close					1	5		6
	Cydonia Approach	1							1
	Dellfield Avenue	1		1		2			4
	Eastleigh Close	5				1	19	1	26
	Ebony Grove	2				1	2		5
	Halton Close	2	1	3		5	14		25
	Hazelwood Avenue	2							2
	Henlow Close	1							1
	Hurn Close	5	1	2		2			10
	Jasmin Road	1					1		2
	Kemble Close			1		1	2		4
	Lancewood Gardens	1							1
	Larchwood Crescent	8				2			10
	Lilac Close			1					1
	Luton Close	3					1		4
	Lyneham Close		1	2		1	1	1	6
	Marham Close	1		2			4		7
	Mildenhall Drive			1		1			2
	Pear Tree Close	1							1
	Prestwick Close	5		1					6
	Regent Avenue	1				1			2

<b>No. of properties</b>		<b><u>Programme</u></b>							
<b><u>Ward</u></b>	<b>Street</b>	<b>Boiler</b>	<b>Kitchen</b>	<b>Bathroom</b>	<b>External Decs</b>	<b>Doors</b>	<b>Windows</b>	<b>Communal doors</b>	<b>Grand Total</b>
	Rosewood Close	3							3
	Salix Approach	1				1			2
	Snowberry Gardens	9		1					10
	Sorrel Court					32			32
	Spirea Approach	3							3
	Staverton Crescent	5					6		11
	Whitethorn Grove	1							1
	Willowtree Gardens					1			1
	Woodfield Avenue	4		1		3			8
<b>Birchwood Total</b>		<b>80</b>	<b>6</b>	<b>22</b>		<b>117</b>	<b>63</b>	<b>4</b>	<b>292</b>

No. of properties		<u>Programme</u>							
<u>Ward</u>	<u>Street</u>	<u>Boiler</u>	<u>Kitchen</u>	<u>Bathroom</u>	<u>External Decs</u>	<u>Doors</u>	<u>Windows</u>	<u>Communal doors</u>	<u>Grand Total</u>
Tritton	Anderby Drive	1							1
	Ashby Avenue	1							1
	Bayons House			3					3
	Belton Avenue					1			1
	Bennington Close					2			2
	Cotman Road					1			1
	Eastoft House	1							1
	Fulbeck House	1							1
	Gunby Avenue	2							2
	Hatton Close	1				1			2
	Hemswell Avenue			1		2			3
	Highfield Avenue	2	1						3
	Jarvis House	4		2					6
	Kenner Close	1				2			3
	Kilburn Crescent	1	1	1		3			6
	Lawrence Close	1				1			2
	Leighton Crescent	2							2
	Moorland Avenue	2	1						3
	Moorland Crescent	4				5	1		10
	Morton Drive	2							2
	Reynolds Drive					1			1
	Reynolds House	2							2
	Risby Green							2	2
	Scampton Avenue					1			1
	Scawby Crescent	2							2
	Skellingthorpe Road		1			2		1	4
	Thornton Close	2							2
	Turner Avenue	5				4		3	12
	Uffington Avenue	4				1			5
	Usher Avenue	1					1		2
	Usher Green	1	1			1	1		4



No. of properties		<u>Programme</u>							
<u>Ward</u>	Street	Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	Grand Total
	Walford Drive	3	3			1		2	9
	Westwick Drive	1				1		1	3
	Winterton House	2							2
<b>Tritton Total</b>		<b>49</b>	<b>8</b>	<b>7</b>		<b>30</b>	<b>3</b>	<b>9</b>	<b>106</b>

No. of properties		<u>Programme</u>							
<u>Ward</u>	<u>Street</u>	<u>Boiler</u>	<u>Kitchen</u>	<u>Bathroom</u>	<u>External Decs</u>	<u>Doors</u>	<u>Windows</u>	<u>Communal doors</u>	<u>Grand Total</u>
Castle	Allandale View					1			1
	Amble Close					1			1
	Andersons Lane	1							1
	Arras Close					1			1
	Aylesby Close		3		6	1			10
	Breedon Drive					2			2
	Chatterton Avenue	1				1			2
	Clarendon Gardens		2	1	4	2			9
	College Close		1			2			3
	Edendale Gardens		1			1			2
	Edendale View	1			16	2			19
	Epworth View		1		4	1			6
	Ermine Close				4	1		2	7
	Escombe View					1			1
	Garfield Close	1							1
	Gray Street			1					1
	Honington Approach				4	2		1	7
	Honington Crescent	1				2			3
	Keddington Avenue				6	1			7
	Kingsley Street	1				1			2
	Lillicrap Court	1							1
	Mill Row	2				1			3
	Naam Grove			1					1
	Natal View				8				8
	Nene Road	1			12	3			16
	Oakland Close	1							1
	Pietermaritz View				10			2	12
	Pine Close				8	1		2	11
	Queen Mary Road		1						1
	Retief Close					1			1
	Retief View				12	1		2	15

<b>No. of properties</b>		<b><u>Programme</u></b>							
<b><u>Ward</u></b>	<b>Street</b>	<b>Boiler</b>	<b>Kitchen</b>	<b>Bathroom</b>	<b>External Decs</b>	<b>Doors</b>	<b>Windows</b>	<b>Communal doors</b>	<b>Grand Total</b>
	Ridge View					1			1
	Riseholme Road		1		4	1		1	7
	Ruckland Avenue		1		4	3		3	11
	Sanders View				8				8
	Sastangate House							5	5
	St Clements Court					9			9
	Stainton Gardens	1							1
	Syd Wilson Court		1		2				3
	Tangshan Court		1						1
	Thorpe Avenue	1							1
	Tom Ward Court						2		2
	Trelawney House		1						1
	Trent View			1		1			2
	Vere Street		1	1					2
	Westgate	4							4
	Woodburn Close					1			1
<b>Castle Total</b>		<b>17</b>	<b>15</b>	<b>5</b>	<b>112</b>	<b>46</b>	<b>2</b>	<b>18</b>	<b>215</b>

No. of properties		<u>Programme</u>							Grand Total
<u>Ward</u>	Street	Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	
Park	Ashtons Court				22	1			23
	Beech Street	1							1
	Chelmsford Street		1	1		1			3
	Elder Street	2	1			1			4
	Fleming House	2				1			3
	Frank Swaby Court					1			1
	Grace Street			1					1
	Hermit Street	1	1	1	119	7	2		131
	Hood Street		1						1
	Kesteven Street				30	1		1	32
	Little Bargate Street				32				32
	Little Bargate Street					2			2
	Poplar Street	6				1			7
	Queen Street	1							1
	Shakespeare Street		1	1	9				11
	Sincil Bank	1			6				7
	Thesiger Street					1			1
	Walnut Place	2			24	4		1	31
<b>Park Total</b>		<b>16</b>	<b>5</b>	<b>4</b>	<b>242</b>	<b>21</b>	<b>2</b>	<b>2</b>	<b>292</b>

No. of properties									
<u>Ward</u>	<u>Street</u>	<u>Programme</u> Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	Grand Total
Abbey	Abbey Place			1		5			6
	Baggholme Road					1			1
	Bentinck Square					1			1
	Cannon Street	1				12		1	14
	Clasket House	1							1
	Croft Street			1		2		3	6
	East Liberty			1		1	1		3
	John Street	1							1
	Napier Street					1			1
	Roman Pavement		1	1		1			3
	Shuttleworth House					2			2
	St Hugh Street		1	3		2			6
	St Rumbold Street					1			1
	Stamp End					2			2
	Thomas Street					1			1
	Tower Avenue		1			1			2
	Tower Crescent	4	1			3			8
	Tower Drive		1			1			2
	Tower Flats					1			1
	Tower Gardens	1							1
Abbey Total		8	5	7		38	1	4	63

No. of properties	Programme								
Ward	Street	Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	Grand Total
Minster	Addison Drive	1	1			1	2		5
	Browning Drive	1	4	3		4	22		34
	Chaucer Drive		1						1
	Coleridge Gardens		3	4		2			9
	Coleridge Green		2			1	2		5
	Cottingham Drive		2	1					3
	Cowper Drive		2			1	1		4
	Dryden Avenue			2		3			5
	Frank Wright Court					1			1
	Geneva Avenue		3				39		42
	Goldsmith Walk	1	4	1		5	16		27
	Greetwell Gate						1		1
	Lamb Gardens	1	1	3		5			10
	Macaulay Drive		1			4	3		8
	Outer Circle Drive					12	3		15
	Outer Circle Green		1			1			2
	Robert Tressell Walk						1		1
	Ruskin Avenue	1				2			3
	Shelley Drive	1		1		1			3
	Sheridan Close					1		3	4
	Swift Gardens	3	1	1		6	57		68
	Swift Green						12		12
	The Oval		1						1
	Wyatt House					1			1
Minster Total		9	27	16		51	159	3	265

No. of properties									
<u>Ward</u>	<u>Street</u>	<u>Programme</u> <u>Boiler</u>	<u>Kitchen</u>	<u>Bathroom</u>	<u>External</u> <u>Decs</u>	<u>Doors</u>	<u>Windows</u>	<u>Communal</u> <u>doors</u>	<u>Grand Total</u>
Bracebridge	Applegarth	3							3
	Cedar Avenue	3				1			4
	Gregg Hall Crescent	2							2
	Holly Close	1							1
	Holly Street	7	1	1		4			13
	Laurel Close	2	1	2		2	6	1	14
	Manse Avenue	1				2			3
	Newark Road	6				2	6		14
	Parker Avenue	1				1			2
	Parker Crescent		1						1
<b>Bracebridge Total</b>		<b>26</b>	<b>3</b>	<b>3</b>		<b>12</b>	<b>12</b>	<b>1</b>	<b>57</b>

No. of properties		Programme							Grand Total
Ward	Street	Boiler	Kitchen	Bathroom	External Decs	Doors	Windows	Communal doors	
Moorland	Blackbourn Road	2	1	1		1			5
	Bourne Close	2		1					3
	Constable Avenue	1							1
	Constable Close	2							2
	De Wint Avenue	7				1			8
	De Wint Place			1		2			3
	Fordham House	1				1			2
	George Elsey House	6		1		1			8
	Grainsby Close	2							2
	Hughes House	1		1					2
	Lake View Road	2		1					3
	Moorland Avenue	5	2			1			8
	Prial Avenue	2	1			1			4
	Prial Close	1							1
	Rayment House	2	2	1		1		1	7
	Rookery Lane	3							3
	Shannon Avenue	2				1			3
	Shannon Close	1							1
	Simons Green	1							1
	St Peters Avenue	7	1	1		2			11
	Webster Close	2							2
	Westwick Drive	7	1			2			10
	Westwick Gardens	8	2			3			13
<b>Moorland Total</b>		<b>67</b>	<b>10</b>	<b>8</b>		<b>17</b>		<b>1</b>	<b>103</b>



No. of properties		<u>Programme</u>							
<u>Ward</u>	<u>Street</u>	<u>Boiler</u>	<u>Kitchen</u>	<u>Bathroom</u>	<u>External Decs</u>	<u>Doors</u>	<u>Windows</u>	<u>Communal doors</u>	<u>Grand Total</u>
Carholme	Arthur Taylor Street					3			3
	Derek Miller Court		1						1
	Newland Street West		1	1		2			4
	St Faith Street					2			2
	Wellington Street					1			1
<b>Carholme Total</b>			<b>2</b>	<b>1</b>		<b>8</b>			<b>11</b>
<b>Grand Total</b>		<b>295</b>	<b>102</b>	<b>90</b>	<b>669</b>	<b>384</b>	<b>246</b>	<b>64</b>	<b>1850</b>

This page is intentionally blank.

**SUBJECT:** PERFORMANCE MONITORING REPORT QUARTER 4 – 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 four report on Performance Indicators for the 2022/23 financial year (April 2022 – March 2023). 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, 11 are on or exceeding targets for the year (year-end), 5 have not met the normal targets set. Of the 10 measures that did not meet target, 4 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**

As of the end of March, rent arrears were £1,031,048 compared to £1,042,419 in March 2022 a reduction of £11,371. Arrears as a % of the debit reduced by 0.23% from 3.63% in March 2022 to 3.4% this year. This represents a significant achievement in terms of income collection for the team considering the current economic pressures tenants are facing. The overall number of evictions carried out in 22/23 was 18, which remains low.

#### **Arrears as a % of Rent Debit**

The overall in year rent collection achieved for Q4 stands at 99.91%, which is above the upper target of 96.5%. The team continue to prioritise rent collection and ensure tenants who are struggling financially are supported. Unfortunately, the rents management system (Universal Housing) was down for the last week and a half of the financial year. If the system had been functional, it is likely 100% collection would have been achieved.

- 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.

There are now 63 properties failing the standard, a reduction of 48 since the end of Quarter 2. The reduction is due to the delivery of planned works on site (Doors, windows, and Electrical inspections). Properties that fail the elemental standard are due to: 7 doors, 22 Windows, 34 Electrics.

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 have not been completed before year end.

- 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:

#### **% of Urgent Repairs Carried Out Within Time Limits (HRS Only - 3 Days)**

At the time of writing this, over the last 30 days 32% of the appointments attended were urgent and priority repairs. 17.5% of these were urgent repairs. This amount is much higher than we would like it to be, and it puts strain on the resources available. The resource available has been utilised to ensure the priority repairs have been actioned within the time frame due to the potential risk involved this however has had an impact on being able to complete all urgent repairs seeing us fall below target.

We are aware that some of this demand has been due to an increase in damp and mould reports and the subsequent repairs these generate some of which are classified as urgent.

Resource planning team have also had limited resources this impacts this service, Customer services also have limited resources currently. Resulting in a lack of contacts on the phone between the two-service area resulting in the customer not being offered an appointment at the first point of call. While this enables other service benefits e.g., call answering times. The resource planners then must contact the customers back to offer an appointment any delay in being able to contact the customer to confirm appointment reduces the timeframe available to respond to the repair resulting sometimes in these being booked beyond the timeframe due to limited availability left to respond.

Recent re-organisation within the resource planning team has now taken place and they have recently completed recruitment of an additional planner we hope that this should improve the capacity of this team and enable more efficient scheduling of the repairs received removing the issue above.

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

There has been an improvement in performance of 12.5 days compared to the previous financial year. This reflects the significant work that has been carried out with external contractors to ensure that properties are turned around efficiently.

There are still significantly higher numbers of terminations month on month with an increase in the number of tenants passing away and moving into nursing homes. There has also been an increase in the level of cleansing works required before repairs can commence. The team continue to also process the buy backs, NSAP and RSAP properties and the general homeless licence properties which puts more pressure on existing resources.

Whilst the target has not been achieved, there has been a significant improvement in overall performance.

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

There has been an overall improvement in performance of 10 days compared to the previous financial year. The teams have been working to ensure major works are carried out to properties to meet the Lincoln Lettings Standard.

External contractors have been onboarded to ensure that the higher levels of voids can be processed efficiently, and these working relationships continue to improve, with an improvement in the amount of time taken to allocate works to properties.

Whilst the target has not been achieved, there has been a significant improvement in overall performance and the teams continue to work find efficiencies in the void processes to meet both targets.

### **% of Calls Answered Within 90 Seconds**

This indicator is the responsibility of the Customer Services function.

## **% of Complaints Replied to Within Target Time**

During this quarter there hasn't been any particular theme to the complaints received they cover every aspect of tenancy and maintenance services. The Housing Directorate has undergone some internal changes, one that severely impacted complaints are the turnover of staff, this has led to the time taken to respond to complaints remaining high and performance overall to slightly decline. In addition, we received more complaints in Quarter 3 than 4, which caused a backlog for the team to manage as well as the added pressure of turnover in staff. Furthermore, in the lead up to the Elections there was an increase to MP and Councillor enquiries in all aspects of areas.

### **5. Strategic Priorities**

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

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

### **6. Organisational Impacts**

#### **6.1 Finance**

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

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

#### **6.2 Legal Implications including Procurement Rules**

There are no legal implications arising from this report.

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

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

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

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

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

## **7. Risk Implications**

- 7.1 There is a risk as identified, to the maximisation of our income to the HRA from rents collected.
- 7.2 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

**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?** One

**List of Background Papers:** None

**Lead Officer:** Gareth Griffiths, Housing Quality and Performance Officer  
[Gareth.griffiths@lincoln.gov.uk](mailto:Gareth.griffiths@lincoln.gov.uk)

This page is intentionally blank.



# 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
<b>Rents</b>									
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%	97.69% (96.80%)	100.46% (106.91%)	99.91% (98.36%)		Rent collected YTD; £30,158,962.21
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%	3.33%	3.40%		Rent arrears; £1,031,048.47
<b>Voids</b>									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)	1.41% (1.10%)	1.32% (1.07%)		
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)	43.6 days (44.4)		Number of relets; 343
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)	55.7 days (55.9)		Number of relets; 501
<b>Allocations</b>									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)	88.78% (90.91%)	88.10% (85.71%)		
<b>Repairs (Housing Repairs Service)</b>									
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%)	99.51% (99.79%)		No. of repairs completed – 3,710
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%)	93.67% (90.18%)		
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)	2.2 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%)	93.24% (92.39%)		
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)	98.80% (98.87%)	98.46% (97.60%)		Appointments Made – 7,721  Appointments Kept – 7,602
<b>Repairs (Aaron Services)</b>									
29B	% of all priority repairs carried out within	99.90%	99.5%	100%	99.85%	99.83%	99.89%		No. of repairs completed

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
	time limits (1 day)				(99.66%)	(99.81%)	(100%)		– 4,457
<b>Decent Homes</b>									
50	% of non-decent homes (excluding refusals)	0.70%	0.80% (year-end target)	0.93%	1.60%	1.43%	0.81%		Number of non-decent properties (excl. refusals) - 63
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)	99.01% (98.86%)	99.00% (98.97%)		
<b>Complaints</b>									
22	% of complaints replied to within target time	66.90%	95%	89.66%	75.33% (66.30%)	67.02% (57.58%)	63.43% (50.63%)		Number of complaints resolved - 361
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%	100.00%	100.00%		
<b>ASB</b>									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%	99.45% (98.33%)	99.57% (100%)		Number of ASB cases closed - 230
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days	40.5 days (41.9)	42.9 days (52.2)		
<b>Other</b>									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%	45.17%	98.24%		
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%	36.91%	100.00%		
<b>Customer Contact</b>									
	% of calls answered within 90 seconds	20.52%	80%	10.26%	8.18% (6.38%)	7.13% (5.37%)	11.70% (28.59%)		CS target

**HOUSING SCRUTINY SUB-COMMITTEE**

**21 JUNE 2023**

**SUBJECT: WORK PROGRAMME - 2023/24**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: ALI HEWSON, SENIOR DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present Members with the work programme for 2023/24 (Appendix A).
- 1.2 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 this first meeting of the new Municipal Year.

**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 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?**

One

**Lead Officer:**

Ali Hewson, Senior Democratic Services  
Officer  
[alison.hewson@lincoln.gov.uk](mailto:alison.hewson@lincoln.gov.uk)

**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)	Alison Timmins	Progress Report
Downsizing Policy	Keeley Johnson	Verbal Update
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/Daren Turner	Regular Report
Scheduled Repairs Update	Matt Hillman	Written Report inc move to 9 weekly cycles and an Explanation on the Process Manual for service consistency.
Update: Fire Assessments Completed	Matt Hillman	Requested at meeting 9 March 2023
Work Programme 2023/24	Ali Hewson	Regular Report

Updated June 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
PIR De Wint Court	Paula Burton	PIR of first year requested 3 Nov 2022
Overview of ASB	Keeley Johnson	Update inc feedback available from LTP and Housing Officers Working Party and also accreditation
Performance Indicators Update – Quarter 1	Yvonne Fox	Regular Report
Work Programme 2023/24	Ali Hewson	Regular Report

Updated June 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 June 2023  
**7 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



Updated June 2023

**11 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

81

**Other Agenda topics to be scheduled into 2023/24 as appropriate**

- Complaints
- Lincoln Standard

This page is intentionally blank.