

## PERFORMANCE SCRUTINY COMMITTEE

**Thursday, 18 January 2024**

**6.00 pm**

**Committee Rooms 1 and 2,  
City Hall, Beaumont Fee,  
Lincoln, LN1 1DD**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Martin Christopher, David Clarkson, Thomas Dyer, Lucinda Preston, Rachel Storer, Joshua Wells and Loraine Woolley
Substitute member(s):	Councillors Liz Bushell, Natasha Chapman, Adrianna McNulty, Clare Smalley and Aiden Wells
Officers attending:	Democratic Services, Emily Holmes, Michelle Hoyles, Martin Kerrigan and Daren Turner

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### A G E N D A

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1. Confirmation of Minutes - 7 December 2023	3 - 18
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.	
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**Present:** Councillors Gary Hewson (*in the Chair*),  
Pat Vaughan, Martin Christopher, David Clarkson,  
Thomas Dyer, Lucinda Preston, Joshua Wells and  
Lorraine Woolley

**Apologies for Absence:** Councillor Rachel Storer

**Also in Attendance:** Councillor Bob Bushell, Portfolio Holder for Remarkable  
Place

**50. Confirmation of Minutes - 16 November 2023**

RESOLVED that the minutes of the meeting held on 16 November 2023 be confirmed and signed by the Chair.

**51. To Receive Minutes of Housing Scrutiny Sub Committee - 2 November 2023**

RESOLVED that the minutes of the Housing Scrutiny Sub Committee held on 2 November 2023 be received.

Members suggested that the Lincoln City Profile be presented to future meetings of Performance Scrutiny Sub-Committee. Information from the Lincoln City Profile was relevant when considering performance. Consideration would be given to the use of the information from the profile when Councillor Donald Nannestad, Portfolio Holder for Quality Housing attended Housing Scrutiny Sub-Committee in January 2024.

**52. Declarations of Interest**

No declarations of interest were received.

**53. Portfolio Holder under Scrutiny - Remarkable Place**

*(Note: Councillor Lucinda Preston joined proceedings at 18:06)*

Councillor Bob Bushell, Portfolio Holder for Remarkable Place:

a) presented a report to Performance Scrutiny Committee covering the following main areas:

- Parks and Open Spaces – General
- The Arboretum
- Boultham Park
- Hartsholme Country Park/ Swanholme Lakes and the Camp Site
- Commons
- Hope Wood
- Allotments
- Equipped Play Areas
- John Dawber Gardens
- Events and Activities

- Education
- Volunteering
- Arboriculture
- Travellers
- Local Landscapes, Hidden Histories
- Street Scene
- Infrastructure
- Waste/ Recycling
- Street Cleansing
- Graffiti
- Public Toilets
- Community Centre and Recreation Grounds
- Sport and Leisure
- Lincoln 10K
- Crematorium
- Licensing
- Food, Health and Safety
- Local Air Quality Management

b) invited questions and comments from Members of the Committee.

**Question:** Thanks given for an excellent report. How many green burials had taken place in the city? Was Longley's Road used for green burials?

**Response:** The city did not have green burial space and as such, no burials without plastics had taken place. Green burials took place outside of the city. The provision of green burial space would be considered in the future.

**Question:** How many Green Flag Awards had been won in the city?

**Response:** Three major parks within the city had received a Green Flag Award and it was hoped that Hope Wood would be the next. Inspectors were extremely impressed with the cleanliness, maintenance and management of the parks which were fantastic facilities within the city.

**Question:** Thanks given to individuals that worked within waste disposal. When would the food waste bins be implemented, and would they be separate bins?

**Response:** Under the Environment Act, food waste was to become a mandatory collection and would commence in April 2026. The new waste collection contract was due to commence in September 2026. Every household would have food waste bins collected weekly from a separate caddy with biodegradable liners. Food waste collections would be built into the contract specification for the successful organisation.

*(Note: Kate Bell joined proceedings at 18:12)*

**Question:** Would there be an additional collection implemented for food waste or would the collection run alongside existing collections? Had central Government confirmed any financial assistance with the new statutory obligation?

**Response:** In respect of paper and card collections, negotiations remained ongoing with Lincolnshire County Council (LCC). Consideration had been given to the dense terraced housing within the city that could not always accommodate two 40 litre bins. Food waste collection was a mandatory service and it was

suspected that financial assistance would be limited. Food waste collection would be carried out independently of existing waste collections, on a weekly basis with an additional vehicle. Implementation was a significant task.

**Question:** Would an additional vehicle be required of BIFFA?

**Response:** Implementation in 2026 would be helpful as there was an issue with vehicles.

**Comment:** As we moved towards the arrangement of the budget for the new financial year, it would be useful to be aware if food waste collections would be a national cost to ensure a sustainable budget was set.

**Response:** Central Government had confirmed that funding would be made available but not the recovery of the full costs. To access funding, the City of Lincoln Council (CoLC) were required to evidence that we were effective and efficient. The mandatory food waste collection was due to begin six months prior to a new waste contract commencing and as such, the Council were placed at a disadvantage. Discussions with Government regarding a delay in implementation remained ongoing.

**Comment:** Any new organisation that considered a tender for the contract would be fully aware of the requirements. If the new collections were implemented six months prior to the end of the current contract, the procurement of vehicles would be difficult and as such, the contract may move to a different company.

**Question:** Thanks given for a comprehensive report. Referred to 'Horizon Scanning' on pages 49/50. Regarding the ring-fenced income, how was that money to be generated?

**Response:** The policy was relatively new and had recently gone through Policy Scrutiny Committee. The policy considered raising monies from individuals that used the parks and remained at the discretion of the director and relevant Portfolio Holder. It could be deriving from commercial entities and would be a discreet service.

**Question:** Referred to waste collection. Why had the number of green bins risen but the number of tonnes of waste going into bins reduced?

**Response:** Some households visited local household recycling centres with waste. There were provisions for the continued use of green bins within the Environment Act and the Council continued to encourage their use. There were periods of times throughout the year where green bin usage was lower.

**Question:** Garden waste remained a chargeable service however all organic waste could be included in the same collection. Was this in relation to garden waste?

**Response:** Yes.

**Question:** Referred to cross contamination in relation to mixed dry recycling. Was it possible to identify the areas that frequent cross contamination occurred in? Had consideration been given to the identification of a specific round or day whereby cross contamination occurred?

**Response:** Operatives were conscious of areas that cross contamination occurred. The targeting of specific areas and residents remained ongoing. Operatives continued to issue red tags and refused to collect contaminated

waste. One load of contaminated waste could contain contaminate the entire lorry load.

**Question:** The rate of recycling was poor. Was there evidence available from areas that had implemented paper and cardboard recycling collections, that recycling rates improved?

**Response:** Contamination was reduced as waste was separated more effectively. Residents in areas with such collections were more careful about which items were placed in respective bins. Food contamination was reduced.

**Question:** Referred to 'Horizon Scanning' on page 58 of the report. Was the report in reference to litter bins within the city? Had consideration been given to the installation of bins with two compartments?

**Response:** Bins referred to within the report related to Boultham Park. Day to day litter separation was a good idea and further roll out across the city was hoped for the future. Contamination rates were high as there were a number of residents that did not discriminate what articulates were placed in different bins. Separation of contaminated waste was very expensive. It was hoped that with education, all residents would become conscious of environmental matters.

**Question:** Referred to 'Recreation Grounds' on page 65 of the report. The University of Lincoln Men's Football used Skellingthorpe Road as their home venue. Was anyone deprived by the University's use of the recreation ground?

**Response:** The University played on a Wednesday and as such, did not affect weekend leagues which accounted for the majority use. The University had only one green pitch that they owned within the city however work remained ongoing to enable them facilities of their own.

**Question:** Yarborough Leisure Centre had recently reopened. What were the arrangements between CoLC and Active Nation? Was it possible to recover any monies spent on the repair of the roof?

**Response:** The provision of swimming facilities had been continued and in the long term, monies would be recouped. Yarborough Leisure Centre had faced increased costs of energy supply to the premises. If there were to be excessive profits, recuperation of money would be easier however the expenditure was an investment in a worthwhile service provided for residents' use.

**Question:** Referred to the number of licences that were active at the end of quarter 4 of the financial year 2022-2023 on page 70 of the report. UBER had spread throughout the city but were registered in Wolverhampton. As such, we did not receive licensing fees. Was there anything that could be done to ensure that drives that operated within the city, were licenced with the CoLC?

**Response:** We had a relationship whereby information was passed to the CoLC which enabled an awareness of drivers that were licenced elsewhere.

**Comment:** The area was complex and subject to legal challenge around the world. We continued to liaise at a local and regional level to share information. If there were an issue with a driver, the Council would approach Wolverhampton with information to enable appropriate enforcement. If an UBER driver dropped a passenger off in Lincoln, they were legally permitted to collect a fare to leave the city and therefore the area remained difficult.

**Comment:** There were a number of UBER drivers that were registered in Wolverhampton but based in Lincoln and as such, they should be licenced in the city.

**Comment:** If a private hire vehicle was not owned by an individual that lived within a street, it would not qualify them for an application for a residents parking pass.

**Response:** Consideration would be given to the subject.

**Question:** Would the proposal to review and revoke air quality management fit into an existing Committee or would there be a new Committee?

**Response:** The review of air quality management would be presented to Policy Scrutiny Committee.

**Comment:** Thanks given for an informative report. Despite ongoing financial difficulties experienced by the Council, the report contained considerable innovation. It was positive that consideration had been given to allotments that had not been used well. Open days and the use of volunteers was positive. In respect of prominent trees within the city, sooty bark disease was an issue that necessitated the removal of affected trees.

**Question:** What officer support would there be for allotments?

**Response:** There was a part time administration officer that supported allotments however there were other officers who worked to support allotments. There had been innovative work with the Lincoln Horticultural Society which meant allotments were allocated quicker and reduced the possibility of overgrowth. Fellow allotment holders offered support and guidance to one another. It was hoped that volunteers would be incorporated into the annual show at the grandstand. If successful, it was hoped to move in the South of the city. People enjoyed passing over knowledge and experience.

**Question:** When a diseased tree was removed, how long did it take to replant another?

**Response:** Quite often, the ratio of tree replantation was more than one for one. Consideration was being given to the plantation of 6000 trees in Hope Wood. There was a season every year in which plantation was more successful than other times of year.

**Comment:** There was a lot contained within the report that positively impacted children. The activities ran in the park were fantastic and not too expensive that it prohibited attendance but still generated income.

**Question:** Allotments helped people to remain active, particularly older individuals and there were links to the encouragement of healthy living. Was it possible for joint allotment tenancies?

**Response:** Some plots were larger than others. Joint tenancies were permitted in certain circumstances however joint tenancies applications were closely controlled to prevent by-passing of waiting lists.

**Question:** What was the Council's UBER policy?

**Response:** The Council did not have a specific UBER policy.

**Question:** What stopped a Lincoln driver working for UBER? Why were drivers licenced with Wolverhampton?

**Response:** Wolverhampton were significantly less expensive to be licenced with and as such, taxi drivers obtained a licence with the cheapest authority. At present, legislation permitted licensing elsewhere. The issue was emerging and as such, there had not been a policy. Consideration would be given to the creation of a policy.

**Comment:** There were two layers to taxi licencing; an operator's licence and a taxi drivers' licence. Licenced operators paid an operator's fee and drivers operated underneath that licence with their own. UBER were not licenced as an operator within the city however drivers were permitted to collect a return fare providing that it was pre-booked. Fees were higher the more drivers that drove under an operator's licence which explained why Wolverhampton was the chosen authority to licence with as the cheapest. The relevant licencing policy would be forwarded to Members and consideration would be given to the creation of an UBER policy.

**Comment:** Online culture had been embraced and any taxi driver in the country could go online and apply. The generation of a profit was not permitted however the number of employees at Wolverhampton within the licencing department was high. It created jobs for another authority but placed Lincoln at potential risk. The issue could be brought before the Licensing Committee or Hackney Carriage Private Hire Licencing Sub-Committee for further discussion.

**Question:** Why was the rolling out of paper waste collection an issue in Lincoln? What was different between Lincoln and central Boston? What timescale was proposed by CoLC to roll the scheme out?

**Response:** The city Council wanted to learn from other areas to secure the best deal for Lincoln residents. LCC had issued the relevant statutory notice for implementation by the CoLC. A number of properties within the city could not accommodate an additional bin due to the denseness of the area. There would be a significant expense to issue a bin to all households across the city. LCC may generate income through improved recycling and waste collection and as such, it would be positive for the relationship between authorities to reflect that.

**Comment:** The number of high-rise flats and maisonettes made Lincoln different to neighbouring areas. Any change made to waste collection rounds would change the associated costs. Based on practicalities, it would likely be rolled out slowly. A fixed timescale was unknown.

**Question:** Tree maintenance within the city was poor. Some trees were in the wrong places. Why were trees maintained to a low standard? Were residents permitted to pay for tree maintenance and return overgrowth to the Council?

**Response:** The city Council maintained a large number of trees across the city. Some tree maintenance carried out by CoLC was on behalf of LCC, such as highway trees. LCC benefitted from the contract held by CoLC which resulted in the best value. If a resident was unhappy with a tree which caused disruption to footpaths and walls, it was often the case that they did not wish for the removal of the tree. If residents faced suffering and requested a radical solution, the views of LCC would be sought on what they deemed to be acceptable. Any action taken by the city Council had to be acceptable to LCC. The legal position permitted a

cutting back of overhanging tree branches, to the permitter of the property and the return of branches however it would not be the best solution. Discussions continued with LCC and a meeting had been requested on a particular street to assess all trees.

**Comment:** The contractor used for tree maintenance had recruited skilled and trained staff. In respect of tree maintenance, the matter was a policy decision with LCC.

**Question:** Referred to new bins on page 57 of the report. Were the bins on the High Street rented? What was the cost saving in respect of the bins?

**Response:** The bins were rented but could be purchased. The bins were compactors and as such, required emptying less often. A trial was underway in conjunction with the contractors and the cost savings would come, if viable. The bins had been strategically placed in areas of the city that collections were a struggle. The bins also offered a cleaner Lincoln.

**Question:** Would the Council achieve their net zero carbon target by 2030?

**Response:** Lincoln would achieve the net zero carbon target if funded was received from Central Government.

**Question:** Thanks given for a well written report. The solar bin in the Cornhill area hadn't worked on one occasion. Was the position of the bin hindered by tall buildings to the southern side? Had there been any experience of solar bins that lost charge and did not work?

**Response:** The position of the bins formed part of the trial. Consideration of the placement and use of the bins may be altered further to the telemetry. Officers welcomed reports of any issues.

**Question:** Were the transport bags used by Deliveroo and UBER Eats inspected as part of the protocol for food hygiene? Travel from the restaurant to the home presented a risk of contamination.

**Response:** Fast food operatives posed the highest risk. Legally, food hygiene regulations covered preparation and food within the curtilage. Mobile operatives were not inspected in the same way a fixed location would be inspected. Officers welcomed comments and feedback from the public to consider any required action.

**Question:** There was a large volume of batteries from vapes on the city's streets. There was little control over the attractive advertisement and marketing of electronic cigarettes. There was a high risk of children using the products within the school setting. Was there action that could be taken at a local level to prevent children's access to nicotine products?

**Response:** Concerns were shared by officers and the Portfolio Holder. There had been national debate over the licensing of nicotine products. The issue was known to public health and discussion took place regularly with the relevant Portfolio Holder.

**Comment:** Thanks offered to the officers that worked within the Portfolio for the concise feedback received.

**Comment:** There had been a number of batches of purple sacks issued to households inside a plastic bag that was not recyclable. Contaminated waste from flats and maisonettes was high however bins were not secure, often placed on the side of the road. Individuals often put waste into the closest bin to them and some areas in the city had communal bins such as in the Ermine area.

**Response:** BIFFA had a large existing stock of purple sacks which took many months to use completely. BIFFA confirmed that consideration would be given to the issue in the future. It was disappointing that the minority of individuals contaminated waste that had been correctly recycled, by the majority. The issue was difficult to resolve within a communal setting and contaminated waste from communal bins had added to the collective contamination rate for a long time. Contaminated waste did not go into landfill.

**Question:** Was it possible for a public bin to be installed on Flavian Road? Officers had confirmed that Flavian Road had not been adopted however residents were confused by the advice received.

**Response:** Officers would consider the request further to the meeting.

**Question:** Referred to the contractor performance points score on page 41 of the report. After the first quarter, the cumulative figure was 125. Given the high figure, was consideration of the performance a necessity?

**Response:** The contractor had been challenged on performance and robust discussions had taken place with the director. It was understood that there had been difficulties experienced with staffing and a commitment to the improvement of their standards had been received and was expected in the near future.

**Comment:** Was it possible to remove graffiti from private property?

**Response:** It was difficult to remove graffiti from private property. It was expected that the Council received permission from the property owner. If the nature of the graffiti was offensive, CoLC offered to carry out works with no cost. If no response was received from a property owner, the Council acted in the public interest if graffiti was racially offensive etc.

**Comment:** The increase activities within the community centre provision was positive. A fantastic report.

RESOLVED that the annual report be noted.

#### **54. Addressing the Challenge of Climate Change Vision 2025 Progress Report**

Kate Bell, Climate Change Manager:

- a) presented a report to Performance Scrutiny Committee with an update towards addressing the challenge of the Climate Change Strategy Priority contained in Vision 2025
- b) explained that Appendix A of the report provided an overview of the current and live projects for the strategic priority
- c) highlighted that there were 12 projects that were currently being monitored in the work programme for Climate Change and these were listed in paragraphs 4.3-4.4 of the report

- d) explained that Appendix B of the report contained a set of performance indicators that had been developed for the Climate Change strategic priority
- e) invited comments and questions from Members of the Committee.

**Question:** The report confirmed that one major decarbonisation project had been completed. What other projects had been completed?

**Response:** The crematorium and Lincoln Central Market had been completed which offered substantial energy efficiency savings.

**Question:** In respect of setting Lincoln standards for carbon neutral homes, was 'zero carbon' net zero?

**Response:** The term related to making homes as energy efficient as possible. The countrywide target was to bring all properties to an Energy Performance Certificate (EPC) rating of C or lower.

**Question:** Had funding been set aside to achieve EPC rating C or lower?

**Response:** Some funding had been ring fenced. Further to retro fitting homes, through contractors there was a good indication of the expected costs. Detailed costings were being worked on and at that point, an application would be made for funding from the social housing decarbonisation fund. Government funded up to 30% of the works.

**Question:** Had any properties been fitted with a heat pump?

**Response:** The CoLC had not encouraged anyone to move from gas to a heat pump.

**Question:** What was the city's baseline year for net zero?

**Response:** The baseline year was 2005, contained within the action plans.

**Question:** Thanks given for a great report. Was the feasibility study in respect of Wigford Way, further to information from LCC?

**Response:** A working group met every two weeks with LCC and it was understood that funding was returned for CoLC to deliver the projects. Further information would be forwarded further to the meeting.

**Comment:** The scheme was great. Lincoln Town Deal Board agreed only to the feasibility study for Wigford Way.

**Comment:** Referred to Lincoln's area wide Carbon Dioxide (CO<sub>2</sub>) Emissions figures contained at Appendix B to the report. Why had rates risen considerably in 2023?

**Response:** The figures shown demonstrated what happened two years ago; there was a two-year lag. Due to the covid-19 pandemic, there had been mass closure of industry and a considerable reduction in traffic. Therefore, 2023 was a bounce back from earlier years. Electricity consumption had reduced however a reflective reduction of emissions had not been experienced. Approximately 46% of our electricity came from renewable sources.

RESOLVED that the progress of the Vision Group and Strategic Priority be noted.

## 55. Vision 2025 - Remarkable Place Progress Report

*(Note: Kate Bell left proceedings at 19:44)*

Simon Walters, Director of communities and Environment:

- a) provided Performance Scrutiny Committee with an update on the *Let's enhance our Remarkable Place* strategic Priority in Vision 2025
- b) gave an overview of the key projects that the Council was progressing:
  - Emergence of an events programme for the city across the year
  - Hope Wood
  - Greening the City Centre
  - Heritage Action Zone
  - Leisure Strategy
  - Boultham Park Phase Two
  - Branding Green Spaces
  - Preparations for new Refuse Collection, Street Cleansing and Grounds Maintenance Service
  - Paper and Card Collections
  - Biodiversity Net Gain
  - St Giles Youth Centre
  - Greyfriars
  - Harlequin
  - Local Landscapes, Hidden Histories
- c) invited comments and questions from Members of the Committee.

**Comment:** Referred to the new programme of events for 2023 on page 98 of the report. Due to the inclusion of a hyphen, the overall cost to the city Council for the Monster Invasion read as minus £25,000.

**Response:** Apologies offered for the typo and thanks given for the feedback. Confirmed that the cost to the Council for the Monster Invasion was £25,000.

**Question:** Thanks given for the report. What was the budget for the programme of events for the 2023 financial year?

**Response:** £250,000.

**Question:** What was the budget set for the programme of events planned for the 2024 financial year?

**Response:** The budget set was £250,000 however it was possible that costs could be slightly higher.

**Comment:** If inflation were to be considered, the 2024 events budget therefore would be a reduced budget when compared with 2023.

**Response:** There were contractual obligations to be considered which inflated year on year however those not contractually bound would not be inflated. The actual spend in 2023 was £250,000 and broadly, the budget for 2024 had been set at £250,000.

**Question:** What events were planned for Lincoln in 2024? Were they planned to be the same as 2023 or something new?

**Response:** 2023 was a pilot year and the development of the events programme was ongoing. Aspirations included the growth of events, if successful, such as the Lincoln Ice Trail and consideration had been given to new events also. More

information would be provided further to sign off from the relevant Portfolio Holder.

**Comment:** It was positive that a bid had been submitted for funding to aid with the associated running cost of swimming pools.

**Response:** Two applications had been submitted for support with energy costs. One bid failed. Sport England had not offered clarity on the reasons for failure. It was hoped that the current bid would support technology to measure and monitor the water of pools and new swimming pool covers which retained heat overnight.

**Comment:** Thanks given to officers for all the hard work that had been carried out. At a time where local authorities struggled financially, the continued hard work of officers and the Portfolio Holder had resulted in the continuation of the wonderful facilities available to Lincoln residents.

RESOLVED that the progress made under the Remarkable Place Vision Strategic Theme be noted.

## **56. Work Programme 2023/24**

The Chair:

- a) presented the draft work programme for 2023/24 as detailed at Appendix A of the report
- b) advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair
- c) reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d) requested any relevant comments or changes to the proposed work programme for 2023/24.

The Chair requested that parties had nominated representatives for the membership of the Budget Review Group.

RESOLVED that:

- 1. the report from the Portfolio Holder for Remarkable Place be moved to the end of the annual Portfolio Holder reporting cycle.
- 2. the work programme 2023/24 be agreed.

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## Performance Scrutiny Committee – Member request monitoring table

Date of committee – 7 December 2023

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response/ Action
1	Portfolio Holder under Scrutiny – Remarkable Place	Additional information on residents parking permits in respect of private hire licence driver and UBER vehicles	Cllr G Hewson	Simon Colbourn	02/01/2024	The individual has the same right as any other resident living in an RPS zone to apply for a permit at the same cost etc. and with the same restrictions applying about weight of vehicle and number or permits. Once a vehicle is licensed, it is always a licensed vehicle and can only be driven by a licensed driver. However, it can also be used for social and domestic purposes so therefore if the individual satisfies that they reside at that location, then there shouldn't be a barrier to them getting a residents permit to park there.
2	Portfolio Holder under Scrutiny – Remarkable Place	What was stopping a Lincoln Private Hire Driver taking up with UBER?	Cllr T Dyer	Simon Colbourn	03/01/2024	<p>UBER was an emerging issue within the City. There are 2 types of 'taxi' licence – Private Hire and Hackney Carriage.</p> <p>Private Hire has 3 types of licence – Operator, Driver and Vehicle. All 3 must be issued by the same local authority. Therefore, a Lincoln</p>

					<p>driver can only drive a Lincoln licensed car and work through a Lincoln operator. They must be pre-booked (including the use of apps). They can however work anywhere in the country providing they are being pre-booked.</p> <p>UBER have not applied for an operator's licence in Lincoln; therefore the Lincoln licensed vehicles and drivers cannot work through UBER.</p> <p>If they were to apply for an operators licence in Lincoln for a proper bricks and mortar premises and could comply with our operator conditions then they would be granted a licence.</p> <p>It is believed that the nearest UBER operator's licence is in Nottingham. Therefore, there is nothing stopping a Nottingham licensed PH driver and vehicle taking bookings in Lincoln using the UBER app under that operator's licence.</p> <p>Hackney Carriage has 2 types of licence – Driver and Vehicle. They can only 'ply for hire' or sit on a rank in their licensed district. Journeys undertaken in the district must be at no more than the metered fare. However, HCs can also undertake</p>
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17						<p>'pre-booked private hire' work anywhere in the country. This can be through taking a pre booking themselves, allocated through a PH operator outside of their district or using an intermediary Booker e.g. use of the UBER app. (Note there is no requirement to have an operators licence to dispatch Hackney Carriage vehicles).</p> <p>For example, some drivers get a drivers badge and Hackney Carriage vehicle licensed in Wolverhampton then utilise the UBER app to work in Lincoln.</p> <p>Another example can be seen whereby Handsome cabs use out of town HC drivers and vehicles to fulfil their PH operator allocated jobs.</p> <p>Would forward the Council's licensing policy and would give consideration to an UBER policy.</p>
3	Portfolio Holder under Scrutiny – Remarkable Place	Flavian Road - Officers confirmed it had not been adopted. Would like a public bin on Flavian Road Place	Cllr J Wells	Steve Bird	15/12/23	LCC contacted to clarify adoption intentions, which suggested adoption of the road is imminent. A bin is being purchased and will be positioned shortly after adoption.
4	Addressing the Challenge of Climate	Considered Wigford Way and the feasibility study. Would that be work further	Cllr L Preston	Kate Bell		To Follow

	Change Vision 2025 Progress Report	to information from Lincoln County Council.				
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## Economic Growth

1. Building Control
2. Car Parks
3. Climate Change (linkage to Local Plan)
4. Commercial Development
5. Contaminated Land
6. Cultural and Events Activities Including:
  - Christmas Lights
7. Economic Development and Growth, including:
  - Western Growth Corridor
  - Sustainable Urban Extensions
8. Heritage
9. Innovation and Inward Investment including:
  - Lincoln Science and Innovation Park
  - Smart City initiatives
10. Markets
11. Planning, including:
  - Central Lincolnshire Local Plan
  - Regional and National Planning Policies
12. Public Realm including:
  - City Centre Masterplan
  - Cornhill Area Redevelopment
13. Regeneration Including:
  - Neighbourhood Revitalisation
  - Community Planning
14. Small Business Support
15. Tourism and Marketing
16. Transport including:
  - Transport Hub
  - Connectivity
  - Infrastructure

## Reducing Inequality

1. Anti-Poverty Strategy
2. Asylum Seekers
3. Benefits Advice and take-up, including:
  - Housing Benefit
  - Council Tax Support
4. Community Cohesion Strategy
5. Community Strategies and Policies
6. Corporate Social Responsibility including:
  - Hate Crime
  - Lincolnshire Safer Communities
7. Discretionary Rate Relief Policy
8. Equality and Diversity:
  - Employer perspective
  - Service user perspective
9. Financial Inclusion, including:
  - Adult Learning;
  - Young People.
10. Prevent
11. Public Protection including:
  - Antisocial Behavior
  - Noise Nuisance
  - CCTV
  - Domestic Violence
11. Skills and Training, including The Network;
12. Social Value Policy
13. Universal Credit
14. Welfare Advice
15. Welfare Reform

### Quality Housing

1. Affordable Housing
2. Discretionary Housing Payments
3. Estate Management
4. Fleet Management
5. Health and Wellbeing, particularly its links to good quality housing
  - Physical and Mental Health
  - Suicide
6. Homelessness Prevention
7. House Building
8. Housing Investment and Decent Homes
9. Housing Repairs and Maintenance
10. Housing Revenue Account and Landlord Services including:
  - Tenant Engagement
  - Housing Stock Options
11. Lettings and Allocations including:
  - Rogue Landlords
  - Trusted Landlord Accreditation Scheme
12. Rough Sleepers
13. Strategic Housing
14. Supported Housing

### Remarkable Place

1. Allotments
2. Cemeteries and Crematorium
3. Community Centres
4. Environmental Contracts including:
  - Refuse Collection and Recycling
  - Highways
  - Open Space and Grounds Maintenance

- Public Conveniences
  - Cleansing
5. Food Health and Safety
  6. Licensing
  7. Low Carbon Agenda
  8. Parks and Recreation
  9. Pollution Control
  10. Sport and Leisure facilities to promote physical activity

### Our People and Resources

1. Asset Management
2. Civic and Twinning
3. Corporate Communications and Media Relations
4. Corporate Strategy including
  - Strategic Plan (Vision 2020)
  - Annual Report
  - Strategic Partnerships
5. Corporate Health and Safety
6. Emergency Planning
7. Finance including:
  - Financial Strategy
  - Financial Position
8. Human Resources including:
  - People Strategy
  - Apprenticeships
  - Trade Union Liaison
  - Organisational Culture and Core Values
9. Legal Services (excluding Electoral and Democratic Services)
10. Procurement (excluding social value)
11. Regional and Sub-Regional Governance Arrangements including Devolution

12. Revenues
13. Risk Management and Governance including
  - Insurance
14. Specific Major Projects (Excluding Major Developments)
15. Towards Financial Sustainability including
  - Commercialisation

### **Customer Experience and Review**

1. Audit
2. Central Support Services
3. Complaints Handling
4. Corporate Reviews
5. Customer Engagement including:
  - Customer Services
  - Contact Centre
6. Democratic and Electoral Services including
  - Voter Registration
  - Democratic Engagement
7. ICT
8. Performance including Systems and Process
9. Strategic Information including:
  - Corporate Evidence Bases
  - Lincoln City Profile

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**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES****REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING****INTRODUCTION**

In this report I set out performance data for service areas which come under my portfolio and where possible have used data for Quarter 3 (to the end of 31<sup>st</sup> December 2023) but in some instances this has not been possible due to the 9<sup>th</sup> January midday deadline for producing this document.

My portfolio includes both housing and health. The City Council has a direct influence in housing through planning, as a major stockholder owning almost 8,000 properties, and having a regulatory role in private sector housing. In health the Council's role is less direct and more of an influencing role. Household income, housing conditions, air quality, access to leisure facilities together with Commons and public parks all have a huge influence on the physical and mental health of our residents and are areas the Council can influence through its policies. Data on health is not as up to date as housing and the most recent information published by the Office of National Statistics is for 2021. This is not a change and in the days when Public Health England published annual health profiles for each local authority area this could be as much as five years out of date. Unfortunately, annual health profiles are no longer published but some data is available.

The areas of performance data produced for housing are set by Council members. However, from 1 April the Social Housing Regulator is expanding its role to include inspections of Local Authority owned housing departments and will require its own performance measures some of which coincide with what the Council already produces and some of which are different. In the light of that it may well be worth members reconsidering the data that is monitored both by this committee and by housing scrutiny committee.

One of the most significant events since my last report to this committee has been the approval of a new 30-year Housing Business Plan which sets out our overall strategy to 2054. The priorities within this strategy are improving core housing services; delivering additional affordable homes; regenerating neighbourhoods and estates; and reducing carbon emissions. There will be a £1.5 billion investment in our housing stock over the next 30 years. Importantly, all Councillors and tenants were given the opportunity to have their say in this over a series of workshops which were well attended.

A significant development in progress is the Housing IT Replacement (HITREP) which is scheduled to go live in the early Summer. Once fully operational this will improve both housing performance and data gathering.

We also continue to build new homes. The latest development handed over to us was at Ward Paddock, off Rookery Lane, and work has started on construction of 11 new houses at Hermit Street.

The Council has produced a new Communal Areas Policy and updated the Repairs and Maintenance Policy. Work is currently underway on a down-sizing policy, an aids and adaptations policy and strategies for garage sites and tenancy services.

Changes in senior housing personnel have been made having in January last year had two permanent assistant directors plus a temporary assistant director in post. There has been a realignment of roles, together with departures, and I am pleased to report that shortly before Christmas appointments were made to the two vacant permanent assistant director posts. There is no current need for a temporary assistant director.

Housing has faced major challenges over the last 12 months and similar challenges face the Council in the year ahead. There is a housing crisis both in Lincoln and across the country. Increases in private rents have put these out of reach of anyone on benefits due to the freeze on Local Housing Allowance (LHA) which is the amount available to be claimed under housing benefit for a property. The Government announced in its Autumn Statement that this freeze will be lifted as of 1 April but this is a one-off increase and the freeze will then be reimposed which means that as landlords increase rents then their homes becoming increasingly unaffordable to tenants on benefits. Lincoln has a further problem in that our Local Housing Market, the geographic area within which our LHA is assessed, covers both the city and Gainsborough. Private rents are lower in Gainsborough and so that reduces the LHA for Lincoln. Our research has shown that it is very rare for any private rented property to be available within Lincoln where the rent will be totally covered by LHA.

The effect of private rents not being covered in their entirety by LHA together with the continuation of no-fault evictions are two of the main factors that have led to an increase in people presenting themselves as homeless to the City Council. This in turn has led to a huge increase in the need for temporary accommodation as the Council often has no alternative but to place homeless families and individuals in bed and breakfast/hotel accommodation. The cost of this varies depending on the time of year and what events are taking place but the Council can only claim back a fraction of this cost through housing benefit with the financial burden then falling on the General Fund rather than the Housing Revenue Account. The problems outlined here are identical to those faced by councils up and down the country. We have been working with the District Councils Network (DCN) on this and they lobbied over the Autumn Statement and are continuing to lobby both over the issues with LHA and Temporary Accommodation. The considerable increase in temporary accommodation costs has been described as “district councils’ social care moment” with some districts in other parts of the country warning the additional costs could force them into bankruptcy.

On top of these issues the Council continues to face financial pressures in housing. The Government guideline for rent increases is CPI as at September plus 1%. However, in September 2022 CPI was 11% but rent increases were capped at 7%. The cost of sub-contractors at the end of fixed price contracts has increased by more than 20% and considerable efforts are being made to reduce this. As an example the

Council operatives now have the required training to install fire doors which means this can now be carried out in-house.

We also have additional costs imposed on us. The Social Housing Regulator is, from 1 April, expanding its role to include Council housing departments which will involve submission of performance data and inspections. This comes with an anticipated charge to the Council which is currently expected to be £60,000 a year.

Workforce recruitment is another issue for us as it is for other local authorities and for private construction companies. The Council is investigating with partners solutions to this.

Finally in this section I wish to thank all members of the Council's staff working in the areas covered by my portfolio. They do an excellent job at a time when all local authorities are under increasing financial pressures. Secondly thank you to our Tenants Panel who have carried out very valuable work over the last year.

## **HOMELESSNESS**

Homelessness continues to be a significant issue reflecting the situation that there is a housing crisis both locally and nationally. In Q2 of 2023-24 there were 299 homelessness approaches to the City Council. This was an increase of 16% when compared to Q2 of 2022-23 when there were 258 homelessness approaches, and an increase of 106% when compared to Q2 of 2021-22 where there were 145 homelessness approaches.

The percentages of successful preventions and relief of homelessness against the total number approaching the Council as homeless decreased to 35.9% 44.23% which is below the 45% low target. This reflects the difficulty in finding accommodation in the city.

The forecast net cost of providing temporary accommodation in 23-24 is £650k, as at Q2 (this may change for Q3)

In 21-22 the net cost was £387k and in 22-23 it was £470k. Budgets for 24-25 are based on a net cost of £661k.

The number of people on the housing register at the end of Quarter 2 was 1,912.

## **TENANCY SERVICES**

The City Council has just under 7,800 properties of its own housing stock, of which 45% are houses and 42% flats with the remainder made up of maisonettes, bungalows and sheltered housing. The ratio between houses and flats has been skewed out of proportion by Right to Buy which has seen us lose a significantly higher number of family homes with a lesser number of flats bought by tenants. Eight out of 10 of our homes were constructed before 1974.

The percentage of rent collected to the end of Q3 was 100.46% which is above the target of 97.5%. Arrears are 2.86% of rent debit which is again well below the target of 4% and is despite the fact that rent collection has become increasingly challenging in recent months with tenants, like all residents of the city, affected by cost of living issues. Rent collection is a priority for housing and in the next few weeks there will be

a concentration of efforts with the aim of improving this. Cost of living issues are not the only factor in this with another issue being the migration of tenants on to Universal Credit which means that in the majority of cases those on UC will no longer have their rent paid directly to the Council whereas previously the authority received this money directly in the form of housing benefit.

98.97% of anti social behaviour cases that were closed were resolved. The average time taken to resolve cases was 44.1 days which is well within the target of 70 days. Both measures are categorised as green.

## **VOIDS**

The three performance indicators covering voids remain in red but continue to show improvement. The target remains at 32 days for properties needing minor works (keys handed in to keys going out to new tenant) and 38 days where major works are required. Currently performance in the first three quarters of the financial year is at 41.1 days and 47.72 days respectively. In both cases this is an improvement on the 2022-23 figures and in instances where major works are required this is a reduction of eight days. Taking Q3 alone the average re-let period for homes excluding major works was 38.43 days which is the first time occasion in recent times this has fallen below 40 days. The percentage of rent lost due to vacant dwellings in Q3 was 1.13% which is very close to the target of 1%. There were 263 relets in total in the first two quarters with 177 of these being in the category that did not require major works. The number of voids in the system at the end of Q2 was 76.

Although there has been a positive impact on performance the number of properties that require cleansing prior to works starting continues to have a significant impact on the overall performance. The need for cleansing can delay works commencing by up to two weeks. To help reduce this impact, the team is focused on carrying out pre-void inspections, which will allow conversations with tenants to take place focused on encouraging them to ensure the property is fully cleared when they leave. In time this should help to reduce the number of void properties being returned requiring significant cleansing.

## **HOUSING REPAIRS**

At the end of Q3 four of the six performance indicators relating to housing repairs showed as green. 99.45% of priority (one-day repairs) were carried out within the time limit with a target of 99.5% putting this in the amber category. The number of priority repairs to the end of Q2 was 2,111.

The percentage of urgent (three day) repairs completed on time was 89.49% with the number of repairs being 2,942. This is the sole red indicator within this section with the target being 97.5%. The average time to complete urgent repairs was 2.18 days which is a very slight improved performance on the year end 2022-23 when it was 2.2 days with both figures within the 3-day target.

96.64% of repair appointments to end of Q3 with a target of 97%. In Q2 4,843 appointments were made with 4,694 kept. The percentage of priority and urgent repairs completed on first visit was 93.4% which is above the target of 92%.

100% of priority gas repairs were carried out within the one-day time limit by our contractor Aaron Services to end of Q2. This was 838 repairs.

In the first two quarters of this year there has been an increased demand for both priority and urgent repairs and monitoring has taken place to ensure that requests are placed in the correct category. In addition, there has been a restructure of operatives which has increased resource and availability to ensure more work can be completed on the first visit.

As regards scheduled repairs the Council has started moving from a 12-week cycle to a 9-week cycle.

The number of damp and mould issues raised during 2022-23 increased by 38% year on year with 227 cases compared to 164 for 2021-22. This is in the main due to publicity arising from the Rochdale inquest which has led to people being much more aware of the danger damp and mould can pose. In the previous years the number of cases fluctuated between 130 and 205. In the year to date issues have been raised at 772 properties.

## **HOUSING INVESTMENT**

At the end of Q3 the percentage of council properties that were not at the Decent Homes standard (excluding refusals) was 0.86% placing this in the green category with the target for the year end being 1%.

In Q2, 98.52% of properties have a valid gas certificate with a target of 99 % - again placing this as amber. Cases where the tenant refuses access for the gas safety inspection are, as a matter of course, referred to legal services for the appropriate action to be taken to ensure we gain access. In instances where we go to court to obtain an order we obtain an order for the life-time of the tenancy.

As I reported previously fire risk assessments are now required on all of the Council's low- and high-rise blocks of flats. Assessments for the three high rise blocks were completed and registered with the Building Safety Regulator before the deadline. The Council has completed assessments of 84.1% of low-rise blocks. Those not having a current assessment are those that are due a review having previously been assessed in 2021 and this work is imminent.

## **NEW BUILD**

Since my last report to performance scrutiny committee the 42 new homes at Ward Paddock, off Rookery Lane, have been completed and tenanted.

Construction work has now begun on 11 new houses as the first phase of the redevelopment of Hermit Street. These new homes, Hermit Mews, consist of six three-bed and five two-bed properties. The energy efficiency measures for these homes include air source heat pumps; triple glazing; and water butts to reuse rainwater. The use of a local contractor reduces carbon emissions and travel to work while 90% of waste will be recycled. Each of the properties will have EV charging points and will have two parking spaces. In addition, there is a biodiversity net gain of 17% through introduction of grassed gardens, additional landscaping, and removal of some tarmac hardstanding.

Work has started on the first phase of the Western Growth Corridor development. This will see the construction of 3,200 new homes of which 640 (20%) are scheduled to be affordable homes. The first affordable homes to be constructed are in phase 1B which is to be accessed off Tritton Road. This phase includes 120 affordable homes.

We continue to work with the charity Barnardo's to provide supported accommodation for care leavers with on-site staff. A site, owed by the City Council, has been identified for what would be the first so-called Gap housing project provided by Barnardo's in England. The project is referred to as Gap housing because the proposal is to utilise suitable sites within gaps. This would be a Barnardo's, rather than a City Council project, but we have enabled and supported this by offering our land.

We have continued to acquire properties under the purchase and repair scheme using Right to Buy receipts (RTB). At the end of Q3 we had purchased five properties. A further 10 are in conveyancing (which includes three new build), three more are awaiting sign-off to purchase following valuation and a further property is awaiting valuation.

In the first nine months of this year 22 properties were sold through Right to Buy of which 19 are three-bed.

## **DECARBONISATION**

We are committed to a policy that, where possible, all Council new build homes commenced from the current financial year will be either net zero carbon or EPC A rated. We are also committed to raising the standard of all our housing stock to an average of EPC C rating.

As at 2 January this year 6,646 of our Council housing stock were rated at Band C or above. That is 85.3% of our houses. The average score across all our dwellings is 72.04. Band C covers between 69 and 80. The 14.7% of properties below Band C are as follows: Band D - 1,133; Band E – 4; Band F – 2; Band G – 0.

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

## **CONTROL CENTRE**

There are two performance measures for the Control Centre which are related to the Lincare Housing Assistance service.

In Q2 the percentage of customers satisfied with their new Lincare Housing Assistance service connection to the Control Centre was 97.56%. This outturn is above the high target for the measure of 95%. Of the 41 responses received, just 1 response was dissatisfied with the service. The respondent who was dissatisfied raised they had received limited communication around the cost of the lifeline. All negative feedback is forwarded onto the Lincare Manager to review.

The percentage of Lincare Housing Assistance calls answered within 60 seconds in Q2 was 97.33%. This is 0.17% below the low target for the measure of 97.5%. In the

quarter 14,840 calls were handled by the Lincare Team. Within the quarter 53 of the calls missed were answered just outside of the target within 65 seconds meaning the measure was very close to achieving its target during the second quarter. There is no clear explanation for the slight drop in performance in this latest quarter. However, this appears to correlate with the system switch over from analogue to digital - as more digital devices are being used, performance has reduced. The system supplier is currently assessing whether there are any technical reasons resulting in a lower number of calls being answered within the target time, rather than it being down to staff not answering calls as quickly.

## **PRIVATE SECTOR HOUSING**

Within private sector housing the Council has a regulatory role over landlords. Amongst other additional duties we oversee Disabled Facilities Grants, work to bring long-term empty homes back into use and carry out checks on properties referred to us by the Homes for Ukraine scheme.

Performance measure PH1 refers to Disabled Facilities Grant cases and the length of time taken between receiving notification from an occupational therapist to completion of the required work.

In Q2 of 2023-24 the average time for this to happen was 29.9 weeks compared to the low target of 26 week which puts this in the red category. 38 grant adaptations were completed in Q2 and although there continues to be a backlog on cases being allocated, this has significantly reduced, reducing from 6 months down to 3 months. This is due to team members being directed onto this particular element of work. During Q2 the Private Housing Team were successful in appointing to a previously vacant Technical Officer role with employment commencing in September 2023. It is anticipated that there will be an improvement in the performance of this measure from Q3.

Measure PH2 relates to the regulatory role the Council has in the private rented sector and is the average time from date of inspection of accommodation to removing a severe hazard to an acceptable level. The average time taken in Q2 was 21 weeks when the target is a minimum of 20 weeks. During this quarter the team resolved and closed 36 housing disrepair / condition cases. Although it was anticipated that this performance would deteriorate due to greater emphasis being placed on the DFG programme the outcome was consistent with the Q1 figure of 21.2 weeks.

The final measure in this area is PH3 which is the number of empty homes brought back into use. This is an area where we have had some success and by the end of Q2 the Council had brought back into use 20 long-term empty privately owned properties which is above the target. This has been enabled by the diligent work carried out by the empty homes officer aided by the Council's empty property working group. As a result of negotiations with owners, work has begun on bringing back into use a number of properties that have been empty for in the region of 30 years.

## HEALTH

In November 2022 the Office of National Statistics published for the first time the Health Index for England which is a comparative table and is described as “an experimental statistic”.

Lincoln’s Health Index Score for 2021 (the latest available) is 85.3 in comparison to the overall score for England which is 100.8. Although the Lincoln score is an improvement on 2019 (when it was 80) it is slightly down on the 2020 score of 85.6. Of more concern is the fact that the score for Lincoln fell in 2021 whereas nationally the overall England score increased.

Data at a local level is produced split into three domains – healthy people, healthy lives and healthy places. Lincoln scores below the level for the County as a whole in each of these although in individual areas , for example, distance to GP surgeries, distance to pharmacies and internet access, all three of which are in the healthy places domain the city scores above the County.

Taking healthy people, we are the lowest ranked of the seven Lincolnshire districts at 79.9. In the Healthy Lives domain we are comparatively better with a score of 92.6 putting us ahead of Boston and South Holland but on Healthy Places we are again seventh out of seven.

Just to take one area of health. In 2021-22 73% of the adults aged over 18 in Lincoln were classified as either overweight or obese. Although this is an extremely high percentage of people Lincoln was not the worst even in Lincolnshire with West Lindsey and South Holland having 77% of adults in this category.

More detailed health data is included with the appendices to this report.

Donald Nannestad Portfolio Holder for Quality Housing

# LANDLORD SERVICES – PERFORMANCE 2023/24

# APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Rents</b>									
125B	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)	100.46% (108.05%)			
126	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%	2.86%			
<b>Voids</b>									
69	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)	1.13% (1.00%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	41.97 (40.05)	41.10 (38.43)			
61	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)	47.72 (45.50)			
<b>Allocations</b>									
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)	87.03% (91.59%)			
<b>Repairs (Housing Repairs Service)</b>									
29A	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)	99.45% (99.04%)			
32	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)	89.49% (83.28%)			
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)	2.18 days (2.28)			
34	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)	93.40% (94.32%)			
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)	96.64% (96.24%)			
<b>Repairs (Aaron Services)</b>									
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)	100.00% (100%)			

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Decent Homes</b>									
50	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%	0.86%			
48	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)	To follow			
<b>Complaints</b>									
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)	32.51% (40.18%)			
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%	100.00%			
<b>ASB</b>									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)	98.97% (100%)			
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)	44.1 days (39.1)			

## District Health Profiles:

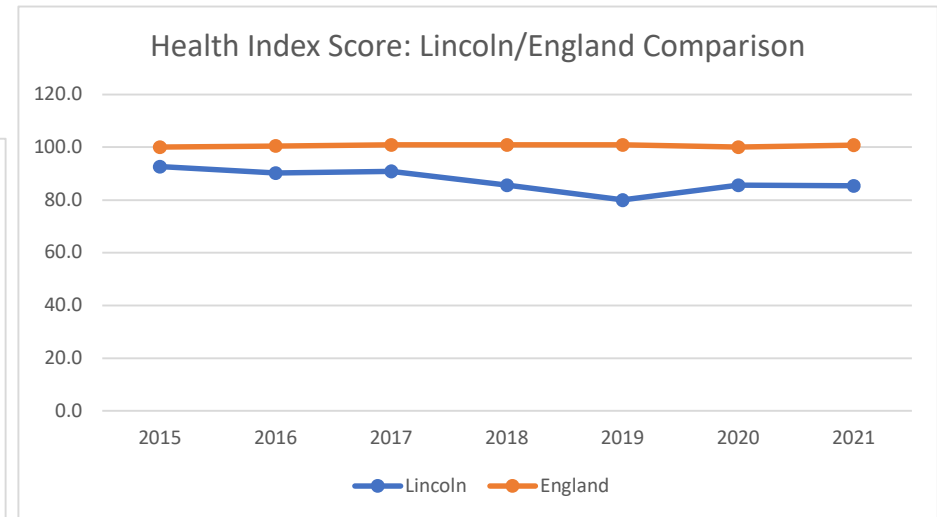
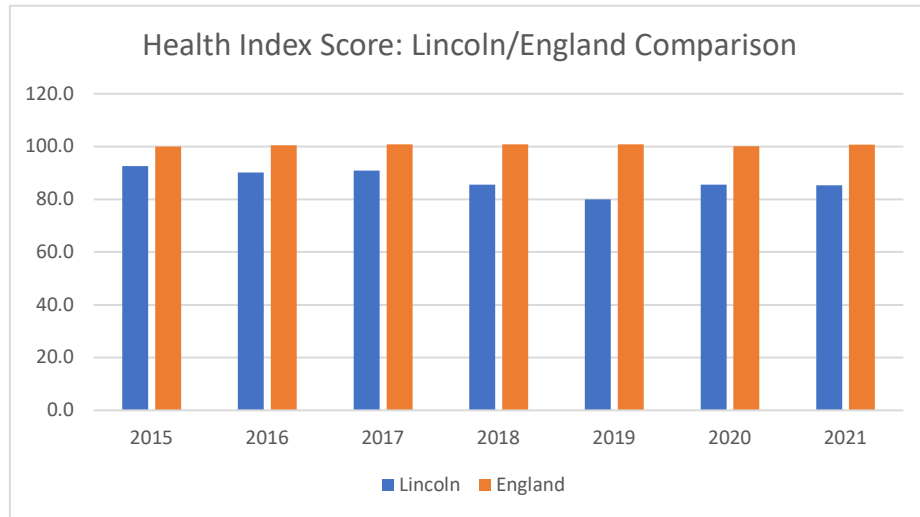
This is the Public Health England district profile for Lincoln:

Indicator	Period	Lincoln		Region England				England		
		Recent Trend	Count	Value	Value	Value	Worst	Range		Best
<a href="#">Life expectancy at birth (Male, 3 year range)</a>	2018 - 20	—	-	76.1	79.2	79.4	74.1			84.7
<a href="#">Life expectancy at birth (Male, 1 year range)</a>	2021	—	-	75.2	78.4	78.7	72.3			83.8
<a href="#">Life expectancy at birth (Female, 3 year range)</a>	2018 - 20	—	-	80.9	82.7	83.1	79.0			87.9
<a href="#">Life expectancy at birth (Female, 1 year range)</a>	2021	—	-	80.7	82.4	82.8	78.6			86.2
<a href="#">Under 75 mortality rate from all causes</a>	2021	—	390	512.4	372.7	363.4	625.1			197.4
<a href="#">Under 75 mortality rate from all cardiovascular diseases</a>	2021	—	99	131.6	81.9	76.0	133.9			29.6
<a href="#">Under 75 mortality rate from cancer</a>	2021	—	116	153.6	125.8	121.5	189.8			74.4
<a href="#">Suicide rate</a>	2019 - 21	—	42	16.9	10.3	10.4	19.8			4.4

The source web page for this data is interactive, and is available at: [Local Authority Health Profiles - Data - OHID \(phe.org.uk\)](https://phe.org.uk/data/local-authority-health-profiles). The link takes you to a really useful summary page, which has an interactive percentile range chart showing how Lincoln compares to other England local authorities against the different datasets in the profile. You'll see it shows data only up to 2021. This link contains the data on life expectancy, suicide rates and under 75 mortality.

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	2015	2016	2017	2018	2019	2020	2021
Lincoln	92.6	90.2	90.9	85.6	80.0	85.6	85.3
England	100.0	100.5	100.9	100.9	100.9	100.1	100.8



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## Overall Health Index scores, 2015 to 2021

This worksheet contains one table. Some cells refer to notes which can be found on the notes worksheet.

Area Code	Area Name	2015	2016	2017	2018	2019	2020	2021
<b>E92000001</b>	<b>ENGLAND</b>	100.0	100.5	100.9	100.9	100.9	100.1	100.8
<b>E10000019</b>	Lincolnshire	102.8	102.3	101.1	100.4	100.1	100.0	99.4
E07000136	Boston	87.6	91.5	89.4	91.5	89.5	88.8	88.0
E07000137	East Lindsey	94.1	94.7	91.0	89.4	92.2	91.0	92.2
E07000138	Lincoln	92.6	90.2	90.9	85.6	80.0	85.6	85.3
E07000139	North Kesteven	123.5	119.8	118.8	116.6	119.5	116.2	114.8
E07000140	South Holland	100.7	99.1	96.1	101.0	99.0	101.4	94.4
E07000141	South Kesteven	108.1	107.7	108.6	107.4	106.9	107.4	107.7
E07000142	West Lindsey	106.2	107.6	107.2	107.7	107.3	104.5	106.7

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% of adults (aged 18+) classified as overweight or obese 2021/22 for  
Districts of Lincolnshire

Districts of Lincolnshire	Percentage of adults (aged 18+) classified as overweight or obese
Lincoln	73.0
Boston	71.6
E Lindsey	68.0
N Kesteven	70.6
S Holland	77.6
S Kesteven	64.3
W Lindsey	77.3

SOURCE: LG Inform

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## PERFORMANCE SCRUTINY COMMITTEE

18 JANUARY 2024

<b>SUBJECT:</b>	<b>FIRE SAFETY UPDATE</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>MARTIN KERRIGAN, FIRE SAFETY ASSURANCE MANAGER</b>

## 1. Purpose of Report

- 1.1 To update the committee on City of Lincoln Council's (CoLC) current position regarding Fire Safety to the Housing stock including High Rise Tower Blocks, Supported 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.
- 2.2 The Fire Safety Act also requires the council to register the higher-risk (high rise) residential buildings with the Building Safety Regulator. For the CoLC this includes Jarvis House, Trent View and Shuttleworth House all to be registered and have a building safety case report producing for each.

## 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 (FRA's) 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.

	<b>Percentage with current FRA</b>
1. Tower Blocks	100.0

### Sheltered Housing Schemes

	<b>Percentage with current FRA</b>
2. Supported/ Sheltered Housing Schemes	100.0

### Low Rise Blocks

<b>Area</b>	<b>Percentage with current FRA</b>
3. Ermine East	95.0
4. Ermine West	0.0*

5. St Giles	100.0
6. Burton Road and Newport	100.0
7. City Centre	99.1
8. Tower and Stamp End	100.0
9. Birchwood	100.0
10. Hartsholme	100.0
11. Boultham	100.0
12. Bracebridge	93.5
Total Low Rise	84.1

*\*FRA's to Ermine West completed in 2021, review now overdue, to be undertaken in Jan/ Feb 2024.*

- 3.4 All of our high-rise tower blocks and supported housing schemes have a current FRA.
- 3.5 All low-rise blocks have now had an FRA in the last three years, however those showing as not having a current FRA are now due a review as their last FRA was in 2021 (review frequency every 2 years for low rise blocks). These will be picked up in the new year as priority has been given to getting the buildings safety case report written as a requirement through the Building Safety Act.
- 3.6 Actions from the FRA are currently being monitored and actioned as appropriate.
- 3.7 All three tower blocks were registered with the building safety regulator prior to the deadline date for registering existing occupied higher-risk buildings which was 30 September 2023.
- 3.8 The work to produce the building safety case report is currently being undertaken and making good progress with the target date of 1 April 2024 for completion.
- 3.9 Fire Safety Visits by Lincolnshire Fire and Rescue were completed in February and March 2023 at the three high rise tower blocks. In addition, Lincolnshire Fire and Rescue also completed a training exercise at Jarvis House in April 2023.
- 3.10 Fire Safety Audits was completed late October 2023 by the Fire Risk Assessor and Fire Safety Assurance Manager at De Wint Court along with the three high rise tower blocks. It was identified that the Responsible Officers (RO's) and Responsible Officer Support Staff (ROSS) are completing and recording their weekly and monthly checks e.g. weekly fire alarm test and monthly emergency light tests which provides reassurance that the day-to-day fire safety is being managed at these locations.

#### **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, with costs being funded from existing resources within existing revenue budgets or the capital programme.

### **5.2 Legal Implications including Procurement Rules**

Any works or agency appointment to be made in accordance with the council's Contract Procedure Rules.

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

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

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

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

### **5.4 Human Resources**

None

### **5.5 Land, Property and Accommodation**

None

### **5.6 Significant Community Impact &/or Environmental Impact**

None

### **5.7 Corporate Health and Safety implications**

None

## **6. Risk Implications**

### **6.1** None compliance with legislation

## **7. Recommendation**

### **7.1** Members are asked to note the fire safety update to councils 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?** None

**List of Background Papers:** None

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

**PEFORMANCE SCRUTINY COMMITTEE****18 JANUARY 2024**

**SUBJECT: WORK PROGRAMME 2023/24**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present members with the Performance Scrutiny Committee work programme for 2023/24 (Appendix A).

**2. Background**

- 2.1 The work programme for the Performance Scrutiny Committee is put forward annually for approval by Council. The work programme is then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its chair.
- 2.2 Items have been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information can be reported to the committee.
- 2.3 The work programme includes the list of portfolio holders under scrutiny.

**3. Recommendation**

- 3.1 That members offer any relevant comments or changes on the proposed work programme.

**Key Decision** No

**Do the Exempt Information Categories Apply** No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

**Does the report contain Appendices?** Yes

**If Yes, how many Appendices?** 1

**Lead Officer:** Claire Turner, Democratic Services Officer  
Email: [claire.turner@lincoln.gov.uk](mailto:claire.turner@lincoln.gov.uk)

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**25 May 2023**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Financial Performance (Detailed): Outturn 2022/23 Quarter 4	Jaclyn Gibson/ Colleen Warren	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2022/23 (Outturn)	Jaclyn Gibson/Colleen Warren	Six Monthly Report Professional High Performing Services
Performance Monitoring Outturn 2022/23 Quarter 4	Graham Rose	Quarterly Report-Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 4	Jaclyn Gibson/Colleen Warren	Quarterly Report Professional High Performing Services

22 June 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Our People and Resources	Portfolio Holder	Annual Session  Professional High Performing Services
<b>Monitoring Item(s)</b>		
Review - Lincoln Citizen's Panel	Michelle Hoyles	Requested by the Committee

**13 July 2023 (*Monitoring Overview*) – CANCELLED**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		

## 17 August 2023 (Quarterly Monitoring)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Treasury Management – Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 1	Graham Rose	Quarterly Report Professional High Performing Services
Quarterly Strategic Risk Register Report-Quarter1	Jaclyn Gibson	Quarterly Report Professional High Performing Services
Income/Arrears Monitoring report	Martin Walmsley	Annual Report <i>Professional High Performing Services</i>

**28 September 2023 (*Thematic Reviews*)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Inclusive Economic Growth	Portfolio Holder	Annual Session Lets Drive Economic Growth
Portfolio Under Scrutiny - Customer Experience and Review	Portfolio Holder	Annual Session
<b>Other Item(s)</b>		
Central Lincolnshire Local Plan Annual Report 2022/23 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services

16 November 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing All Kinds of Inequality	Portfolio Holder	Annual Session Reducing Inequality
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Graham Rose	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 2	Jaclyn Gibson	Quarterly Report Professional High Performing Services Services
Treasury Management and Prudential Code Update Report – Half Yearly Report	Laura Shipley	Half Yearly Report Professional High Performing Services
<b>Other Items:</b>		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

7 December 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Remarkable Place /Addressing the Challenge of Climate Change	Portfolio Holder	Annual Session Lets Enhance Our Remarkable Place
Portfolio Under Scrutiny - Climate Change	PH for Remarkable Place	Annual Report
Annual Report for Remarkable Place V2025 Theme	Simon Walters	Annual Report

18 January 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
<b>Monitoring Item(s)</b>		
Fire Safety Update	Matt Hillman	Annual Report

15 February 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Graham Rose	Quarterly Report Professional High Performing Services
Treasury Management : Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Laura Shipley	Annual Report Professional High Performing Services
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth

7 March 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Targets for 2024/25	Graham Rose	Annual Report
Performance Measure Proposals	Kate Ellis	Requested at meeting held on 28 September 2023.

### Portfolio Under Scrutiny Sessions

Date	Portfolio
22 June 2023	Our People and Resources
28 September 2023	Customer Experience and Review
28 September 2023	Economic Growth
16 November 2023	Reducing Inequality
7 December 2023	Remarkable Place
18 January 2024	Quality Housing



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