

## PERFORMANCE SCRUTINY COMMITTEE

**Thursday, 5 December 2024**

**6.00 pm**

**Committee Rooms 1-2,  
City Hall**

Membership: Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair),  
Natasha Chapman, Thomas Dyer, Adrianna McNulty, Neil Murray,  
Lucinda Preston, Anita Pritchard and Emily Wood

Substitute member(s): Councillors Liz Bushell and Annie Currier

Officers attending: Michelle Hoyles, Daren Turner, Paula Burton, Simon Colburn,  
Martin Kerrigan, Matt Hillman and Emily Holmes.

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### A G E N D A

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**Present:** Councillor Gary Hewson (*in the Chair*),  
Councillor Pat Vaughan, Councillor Natasha Chapman,  
Councillor Thomas Dyer, Councillor Neil Murray,  
Councillor Lucinda Preston and Councillor Anita Pritchard

**Apologies for Absence:** Councillor Adrianna McNulty and Councillor Emily Wood

**38. Confirmation of Minutes - 26 September 2024**

RESOLVED that the minutes of the meeting held on 26 September 2024 be confirmed and signed by the Chair as a true record.

**39. Housing Scrutiny Sub-Committee Minutes - 5 September 2024**

RESOLVED that the minutes of the Housing Scrutiny Sub-Committee held on 26 September 2024 be received.

**40. Declarations of Interest**

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Portfolio Holder under Scrutiny - Customer Experience, Review and Resources'.

Reason: His daughter worked in Revenues and Benefits at the City of Lincoln Council.

Councillor Anita Pritchard declared a Personal Interest with regard to the agenda item titled 'Strategic Risk Register - Quarterly Review'.

Reason She sat on the Lincoln Business Improvement Group Board as a representative of City of Lincoln Council.

Councillor Thomas Dyer declared a Personal Interest with regard to the agenda item titled 'Strategic Risk Register - Quarterly Review'.

Reason: He sat on the Lincoln Business Improvement Group Board in his capacity as a County Councillor.

**41. Portfolio Holder under Scrutiny - Customer Experience, Review and Resources**

Councillor Rebecca Longbottom, Portfolio Holder for Customer Experience, Review and Resources:

- a) advised that during the summer a full review of Portfolio Holder responsibilities was undertaken to ensure the responsibilities continued to successfully align with the objectives of each portfolio
- b) highlighted that the review had seen her portfolio having gained some additional responsibilities, previously under the Portfolio Holder for Our People and Resources as detailed within her report, additionally Equality

and Diversity (Service User Prospective) had also joined her portfolio formerly under the Portfolio Holder for Reducing Inequalities

- c) reported that whilst a number of the services under her portfolio were back-office services, each played a vital role in supporting our front-line services and ensuring these functioned effectively
- d) presented her report to Performance Scrutiny Committee providing an insight into key activities and achievements during the past twelve months, covering the following main areas:
  - Audit
  - Channel Shift
  - The Council's Website
  - Complaints Handling
  - Customer Engagement
  - Corporate Health and Safety
  - Democratic and Electoral Services
  - Equality and Diversity-Service User Perspective
  - ICT
  - Performance (Including Systems and Process)
  - Procurement (Excluding Social Value)
  - Project Management
  - Strategic Information
  - Revenues Service
- e) extended her thanks to the team of officers that supported her Portfolio for their hard work, dedication and commitment to supporting the residents of Lincoln
- f) invited members' comments and questions.

Members congratulated the Portfolio Holder on the content of her report, which was one of the best ones ever seen.

Comments and questions were raised and responded to by the Portfolio Holder for Customer Experience, Review and Resources and/or officers as follows:

**Comment:** It was disappointing that the Chair and Vice-Chair of Audit Committee had failed to attend both a recent Audit Committee meeting and the Fraud Awareness training offered to all members.

**Response:** Audit Committee meetings and fraud awareness training were extremely important to the efficient and safe operation of the Council. The Portfolio Holder would ask the Chair and Vice Chair of Audit Committee why they failed to attend. Online module training or training via Teams meetings would be helpful to keep members up to speed.

**Question:** How many people had been caught creating nuisance on motorised scooters?

**Response:** This area of work was something only Lincolnshire Police could deal with. Officers would speak to the Public Protection and Anti-Social Behaviour Team to see if they could obtain the details. However, it was urged that members continued to report any incidents.

**Question:** Why was it so difficult for the Member concerned to successfully log on to Citrix remotely?

**Response:** Officers would speak to the IT help desk to seek address to this problem. There were currently modifications being trialled to make improvements to the system.

**Question:** Why was the Lincoln Project Management Model chosen as the preferred tool for use by the Council?

**Response:** Although the Lincoln Project Management Model was not always suited to every project, it had been reviewed to ensure it remained effective at supporting the delivery of Council projects and to ensure it was as easy to use as possible. Additional tool kits could be added for relevant projects, and a refreshed model would be launched to project managers in the near future.

**Question:** Some residents experienced difficulty in accessing digital online systems to report issues. Were there any plans to introduce more user-friendly systems like 'Fix my Street' used at the County Council?

**Response:** Yes, indeed. There were several more user-friendly improvements/software implications being explored through GR space.

**Comment:** All member training should be provided on-line to make it easier for members to access.

**Question:** In terms of corporate health and safety, there were issues in relation to lifts failing in multi-story car parks and a particular instance of lack of maintenance on a Council property close to a lake. What measures were being taken to assess the risks?

**Response:** The Portfolio Holder would make further investigations regarding these matters and respond to the member concerned under separate cover.

**Comment by Chair:** Most of the questions asked of officers at the recent Performance Scrutiny pre-meet had been answered and circulated to members of the Committee this evening for information. Thank you.

**Question:** How was feedback received from the Citizens Panel shared with members?

**Response:** Officers would respond to this question under separate cover.

**Comment:** The failure to get the Guildhall clock repaired did not reflect well on the Civic Service area.

**Response:** The Guildhall clock was very old with many moving parts which had to be specially manufactured to get it mended. Many of the movements had failed now and would take time to be replaced. We must be patient.

**Question:** Staffing resource issues were impacting performance. How was the Council moving forward with filling staff vacancies, further retention of staff and feedback as to why members of staff were leaving?

**Response:** This area of responsibility came under the remit of the Portfolio Holder for Climate and Corporate Strategy. However, the Portfolio Holder was aware that career grades were being offered to staff members now to encourage staff progression.

RESOLVED that:

1. Additional further information be circulated to members as requested.

2. The content of the report be noted with thanks.

#### 42. **Quarter 2 2024/25 Operational Performance Report**

The Business Intelligence Officer:

- a. presented an outturn performance summary report to Performance Scrutiny Committee of the Council's performance in Quarter 2 of 2024/25
- b. reported that out of the 89 performance measures monitored during the quarter, 65 had targets allocated to them., of these targeted measures 50 (76.9%) were within or exceeding the targets set
- c. explained that a review of the quarterly performance process was undertaken at the end of 2023/24, which led to the following changes:
  - Appendix A now contained a wider range of performance information, including qualitative data in the form of case studies and service highlights. These were grouped into seven themes, namely the five Vision Priorities and the two inward looking portfolios 'Our People and Resources' and 'Customer Experience, Review and Resources'.
  - The more detailed performance data tables were now grouped together in Appendix B, including the suite of corporate measures that were previously in Appendix A. Performance data remained grouped by directorate, and a colour coding system had been introduced to make it simpler to identify which portfolio each measure related to. Appendix B also included a quarterly Communications update.
- d. reported that when read together, Appendices A and B aimed to enhance the range of performance information presented via the quarterly reporting process and make it easier to assess and scrutinise the performance of each priority/portfolio
- e. invited members' comments and questions.

**Question:** In light of the pressures on the Council in addressing the challenge of climate change, when would performance measures be implemented?

**Response:** Measures would be recorded from December 2024 onwards prior to referral to Directors in January 2025 for inclusion in the first quarter's performance monitoring report in 2025

**Question:** The performance tables recorded the average time taken in weeks from Occupational Therapy notifications being received to completion of the work on site. Were there measures in place for ongoing communication or additional support for those impacted while they waited?

**Response:** This information would be further investigated and a response provided by officers under separate cover.

**Question:** Was it possible to obtain an overview of performance measures broken down into Directorates and Portfolio Holder responsibility areas?

**Response:** Information on performance measure outturns was provided by Vision Priority within colour coded categories.

**Question:** Was there any more accurate data available to measure the return on investment from the Events Programme other than CCTV footfall?

**Response:** A response would be provided by the relevant officer under separate cover.

**Question:** How did the Council publicise the availability of newsletters on specific topics of choice to our customers, residents and visitors?

**Response:** We could include this within our regular press releases for people who were interested in obtaining further information. We were actively exploring different channels to encourage public engagement.

**Comment:** It was questionable as to whether the amount of content within the performance report in respect of the Communications Service added any extra value and could be presented in a more concise format.

**Response:** This information would be shortened within future quarterly performance reports.

**Question:** Was the availability of vacant allotment sites widely advertised?

**Response:** Yes. This was well advertised on the Council's website. Take up of sites was simply down due to personal preference.

**Question:** Could a charge be made for providing CCTV footage to enable public order offences to be investigated?

**Response:** Yes, it was reasonable to charge for information provided for private insurance claims, however, information must always be available free of charge and openly to Lincolnshire Police.

**Comment:** Some performance measures appeared to be deteriorating. We were making assumptions where we stood based on vacancies, retention/and recruitment of staff. We needed to be honest moving forward and realistic of the achievements we could actually challenge.

**Response:** Some performance measures may have deteriorated, however, they were still above target.

RESOLVED that:

1. Relevant responses to questions raised by members be provided by officers following the meeting as requested.
2. The content of the report be noted and forwarded to Executive for approval.
3. The format of the performance report which continued to meet the Committee's requirements be noted.

#### **43. Financial Performance (Detailed) - Quarterly Monitoring: Quarter 2**

Laura Shipley, Financial Services Manager:

- a) presented a report to Performance Scrutiny Committee with a summary of the second quarter's performance (up to 30 September 2024), on the Council's

- General Fund

- Housing Revenue Account
  - Housing Repairs Service
  - Capital Programmes
- b) requested that Performance Scrutiny Committee note the changes to the capital programmes
- c) provided information on the following:
- **General Fund Revenue Account** – for 2024/25 the Council's net General Fund Revenue Budget was set at £15,427,670, including a planned contribution from balances of £146,820 resulting in an estimated level of general balances at the year-end of £2,391,979 (Appendix A provided a forecast General Fund Summary). There were a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix B
  - **Housing Revenue Account** — for 2024/25 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £101,220, resulting in an estimated general balances at year-end of £1,030,024 after allowing for the 2023/24 outturn position (Appendix C provided a forecast Housing Revenue Account Summary) Although the forecast position was an underspend there were a number of significant variations in income and expenditure. Full details of the main variances were provided at Appendix D
  - **Housing Repairs Service** – For 2024/25 the Council's Housing Repairs Service (HRS) net budget was set at zero, which reflected its full cost recovery nature. At quarter 2 the HRS was forecasting a deficit of £17,146 in 2024/25. Full details of the main variances were provided at Appendix F
  - **General Investment Programme(GIP)** – the revised General Investment Programme for 2024/25 amounted to £23.5m following quarter 1. At quarter 2 the programme had been increased by £4.4m to £27.9m, as detailed at paragraph 7.2
  - The overall spending on the General Investment Programme active schemes (excluding externally delivered schemes) at the end of quarter 2 was £3.2m, which was 14.5% of the budget as detailed in Appendix I
  - **Housing Investment Programme** – the revised programme for 2024/25 amounted to £17.650m following the Quarter 1 position. At quarter 2 the programme had been decreased by £0.219m to £17.432m, as show in paragraph 7.10 of the report. The overall expenditure on the Housing Investment Programme at the end of Quarter 2 was £5,730m, which was 32.87% of the 2024/25 revised programme (excluding expenditure relating to Western Growth Corridor which was currently shown on the GIP to be apportioned at year end)) as detailed at Appendix J of the report. A further £1.091m had been spent as at the end of October 2024.



- d) invited members' comments and questions.

Members of the committee commented and received relevant responses from Officers as follows:

**Comment:** It was disappointing to see we were losing revenue from the Crematorium Service due to increased competition; together with car parking charges these two services accrued the main income for the Council. It was noted that a report on the Cornhill Market was to be presented to Executive in the New Year.

**Response:** Further opportunities to increase income from the Crematorium service in the future would be explored via the offer of memorials etc.

RESOLVED that:

1. The financial performance for the period 1 April to 30 September 2024 be noted.
2. The underlying impact of the pressures and underspends identified in paragraphs 3.3 (and Appendix B), 4.3 (and Appendix D), and 5.2 (and Appendix F) be noted.
3. The changes to the General Investment Programme and Housing Investment Programme as approved by the Chief Finance Officer as detailed in paragraphs 7.5 and 7.13 of the report be noted.
4. The changes to the General Investment programme and the Housing Investment programme approved, or to be approved, by the Executive as detailed in paragraphs 7.3, 7.10 and 7.11 of the report be noted.

#### **44. Treasury Management and Prudential Code Update Report - Half Yearly Report**

Laura Shipley Financial Services Manager:

- a. presented a report to Performance Scrutiny Committee on the Council's treasury management activity and the actual prudential indicators for the period 1 April 2024 to 30 September 2024
- b. advised that the Treasury Management Strategy for 2024/25 approved by Council on 27 February 2024 outlined the Council's capital investment priorities as follows:
  - Security of capital/investments
  - Yield earned on investments
  - Liquidity of investments
- c. reported that the strategy included indicators that helped ensure that the Council's capital investment plans were affordable, prudent and sustainable; setting an integrated Capital and Treasury Management Strategy was a requirement of the CIPFA Code of Practice
- d. gave an overview of the investment portfolio as detailed at paragraph 4 of the report and explained that the Council held £29.355m of investments as at 30 September 2024 as detailed at Appendix A of the report

- e. advised that as at 30 September 2024 the Council held £107.406 million of external borrowing, of which 100% were fixed rate loans as detailed at paragraph 5.5 of the report
- f. explained that as at 30 September 2024, the average rate of interest paid during the first half of the year on external borrowing was 3.26%
- g. invited members' questions and comments.

RESOLVED that the Prudential and Treasury Indicators and the actual performance against Treasury Management Strategy 2024/25 for the half year ended 30 September 2024 be noted prior to referral to Executive for consideration.

#### **45. Annual Complaints Performance and Service Improvement Report 2023/24**

Emily Holmes, Assistant Director, Transformation and Strategic Development, on behalf of Jo Crookes, Customer Services Manager:

- a. presented an annual complaints report including details from the Annual Review of Local Authority Complaints issued by the Local Government and Social Care Ombudsman (LGSCO) and the decisions of the Housing Ombudsman Service (HOS)
- b. reported on the overall number of complaints received by the Council on a Directorate basis for the full year 2023-2024, including performance against target response times and the percentage of complaints which were upheld
- c. explained that the Council's complaints procedure included two levels in response to formal complaints, once the complaint had been considered and responded to by two separate officers the complainant was advised if they were not satisfied with the final response, to seek redress from the relevant Ombudsman service
- d. highlighted that complaints relating to the landlord function of the Council, as a provider of social housing, were escalated to the Housing Ombudsman Service, all other complaints, about any other service or aspect of Council business fell under the jurisdiction of the Local Government and Social Care Ombudsman
- e. reported that in April 2024 the Housing Ombudsman Complaint Handling Code (The Code), became statutory for all social housing providers, we updated our policy to ensure that we complied with The Code and, as it represented best practice in dealing with customer complaints, we adopted the principles of The Code as a corporate policy
- f. reported on the main changes to our complaint handling in terms of reporting of our performance, learning lessons from complaints, and ensuring that customers found it easy to make a complaint
- g. detailed a small number of areas where we had to undertake work; at date of submission of the initial self-assessment only 5 of the provisions were

self-assessed as non-compliant at the date of submission (30 June 2024) as detailed in paragraph 2.8 of the officer's report

h. provided further detailed information on performance received by the Council on a Directorate basis for the full year 2023-2024 before the Complaint Handling Code came into force covering the following main areas:

- Complaints – Annual Performance (April 2023 – March 2024)
- Breakdown of Complaints
- Local Government and Social Care Ombudsman Annual Review Report
- Housing Ombudsman Service Complaints
- Complaint Trends
- Learning from Complaints
- Compliments

i. invited comments and questions from Members on the content of the report

Members discussed the report findings in further detail, commented and asked questions, receiving relevant responses from officers as follows:

**Comment:** It was encouraging to see that although as a social landlord we would receive more complaints, by asking tenants if they wished to make a complaint, we would be able to learn from any errors and stop so many complaints reoccurring.

**Response:** Yes. Any patterns of recurring issues could be 'nipped in the bud' sooner and fed into the relevant teams to be rectified.

**Comment:** This was a valuable way to find out how to do things better and to learn from any mistakes going forward.

**Response:** The Ombudsman welcomed more complaints as it made us more approachable and open to service improvements.

**Comment:** It would be difficult for some customers who were not 'internet savvy' to complain in some areas.

RESOLVED that the content of the complaints report for 2023-2024 be noted prior to referral to Executive for consideration.

#### 46. **Budget Review Process 2025/26**

Emily Holmes, Assistant Director, Transformation and Strategic Development, on behalf of Jaclyn Gibson, Chief Finance Officer:

- a. presented members with the process for scrutiny of the proposed budget and Council Tax for the 2025/26 financial year and the Medium Term Financial Strategy 2025-2030
- b. highlighted that it was proposed that the following governance arrangements should be in place for the Group;
  - The group would be made up of 10 non-Executive Members with a 6:2:2 proportionality share. (ordinarily the group would consist of 9

members, but in order to achieve balanced proportions it was necessary to be increased to 10 for this year).

- The Group would be a sub-group of the Performance Scrutiny Committee, although Members did not have to be Members of this Committee.
- The Chair of the group would be the Chair of the Performance Scrutiny Committee.
- The Group would be the main mechanism by which the Executive would formally consult scrutiny on the consideration of their budget proposals.
- The meetings would be held in public and would be administered by Democratic Services.
- Specific Portfolio Holders and Directors (or Assistant Directors) would be invited to attend the meetings of the group or be requested to provide written responses if so required.
- Advice would be provided to the Group members by officers from the Council's Financial Services Team.
- The Chair of the Group shall be required to provide a report to the next full Performance Scrutiny Committee summarising the Groups findings and making recommendations to the Executive.

RESOLVED that:

1. The objectives and governance arrangements of the Budget Review Group for 2025/25 as set out in paragraphs 3.3-3.4 of the report be noted.
2. The timetable for the Group as set out in paragraph 3.6 of the report be noted.
3. Nominations for membership of the Group from leaders of the respective political groups, including the Vice Chair to be recommended by the larger political group.

#### **47. Work Programme 2024-25**

The Chair:

- a) presented the draft work programme for 2024/25 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 2024/25.

RESOLVED that the work programme 2024/25 be noted.

**48. Strategic Risk Register - Quarterly Review**

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a) presented Performance Scrutiny Committee with a status report of the Strategic Risk Register as at the end of the second quarter 2024/54
- b) reported that the strategic risk register currently contained fifteen risks as follows:
  - 1) Failure to engage & influence effectively with the Council's strategic partners, council staff and all stakeholders to deliver against the Council's new Vision 2030.
  - 2) Failure to deliver a sustainable Medium-Term Financial Strategy that supported delivery of the Council's Vision (specifically in relation to the General Fund).
  - 3) Failure to deliver the Towards Financial Sustainability Programme.
  - 4) Failure to ensure compliance with existing and new statutory duties/functions.
  - 5) Failure to protect the local authority's long-term vision due to changing structures and relationships in local government and impact on size, scale and scope of the Council.
  - 6) Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the Council's vision, transformational journey to one Council approach and service delivery.
  - 7) Insufficient levels of resilience and capacity exist in order to deliver key strategic projects & services within the Council.
  - 8) Decline in the economic prosperity within the City Centre.
  - 9) Failure to deliver key strategic projects.
  - 10) Failure of the Council's key contractors and partners to remain sustainable and continue to deliver value for money.
  - 11) Failure to protect the vulnerable in relation to the Council's PREVENT and compliance with safeguarding and domestic abuse duties.
  - 12) Failure to mitigate against the risk of a successful cyber-attack against the Council.
  - 13) Impacts of uncertainty of Government policies on migration policy, asylum dispersal, early prison release etc. on the Council's service

delivery, capacity and MTFS as well as the impacts on housing, communities and the economic vitality of the City Centre.

14) Failure to deliver critical services in an emergency situation.

15) Failure of service delivery leading to reputational impacts on the Council and adverse financial implications.

Members considered the contents of the report.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2024/25 be noted.

**49. Exclusion of Press and Public**

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

**50. Strategic Risk Register - Quarterly Review**

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. provided members with the revised Strategic Risk Register as attached at Appendix A.
- b. invited members' questions and comments.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2024/25 be noted.

<b>Present:</b>	Councillors Councillor Gary Hewson ( <i>in the Chair</i> ), Alan Briggs, Liz Bushell, Natasha Chapman, Pat Vaughan and Loraine Woolley
<b>Apologies for Absence:</b>	Caroline Coyle-Fox (Vice-Chair of LTP)
<b>Lincoln Tenants Panel Members:</b>	Mick Barber (Chair of LTP), Mike Asher (Member of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP)
<b>Also in Attendance:</b>	Councillor Donald Nannestad, Portfolio Holder for Quality Housing  Councillor Rebecca Longbottom, Portfolio Holder for Customer Experience, Review and Resources

**24. Confirmation of Minutes - 05 September 2024**

RESOLVED that the minutes of the meeting held on 5 September 2024 be confirmed and signed by the Chair as a true record, subject to a typographical amendment being corrected as agreed, and relevant additional information being circulated to members as requested.

**25. Declarations of Interest**

No declarations of interest were received.

**26. Lincoln Tenants Panel (LTP) Project Update**

Mick Barber, Chair of Lincoln Tenants Panel (LTP), provided a written report which highlighted the Panel's continued work on a variety of projects with Housing tenancy services, fire safety assurance, maintenance, business management and resident involvement teams. It held monthly meetings, weekly void inspections, quarterly complaints and Anti-Social Behaviour complaint reviews. The briefing note, designed as a regular update to members of Housing Scrutiny Sub-Committee, covered the following areas:

- Mick Barber continued to attend Social Housing Quality Network Panel and ARCH committee meetings
- LTP had attended all the following training seminars hosted by Four Million Homes and engaged with Tenant Participation Advisory Service (TPAS) national involvement week:
  - Service Influencers Day - session highlighted tenant reviews, scrutinises, and mystery shopping to improve housing service.
  - Community Do-ers Day – These sessions highlighted tenants associations, block and community champions who make a difference in their communities.
  - Decision Makers Day – session highlighted techniques used by tenant board members and tenants when making their voices heard as part of their Landlords Governance structure.

- LTP organised a joint training workshop with North Kesteven District Council tenants' panel delivered by TPAS focusing on consumer standards and impact of Regulator of Social Housing's Tenant Satisfaction Measures (TSM's). LTP also attended the ARCH conference in September.
- LTP were working with the Resident Involvement Team to co-create a digital newsletter/magazine – HOME covering important updates, how to stay connected in communities, tips and advice, updates from LTP and more.
- LTP had attended their first session on the future of resident involvement and would be co-creating the new menu of involvement.

RESOLVED that the content of the report be noted with thanks.

**27. Agenda Request from Housing Scrutiny Sub-Committee: Reasons for Performance Downturn and Targets being Missed, Action Plans and Activity to Redress**

Joanne Crookes, Customer Services Manager had given her apologies for being unable to attend tonight's meeting due to planned leave.

She provided a written report on reasons for performance downturn and targets being missed, action plans and activity to redress, requested by Housing Scrutiny Sub-Committee at its meeting held on 5 September 2024.

Emily Holmes, Assistant Director, Transformation and Strategic Development, presented the report on behalf of Joanne Crookes, which covered the following main topic areas:

- Customer Services Performance
- Service Purpose and Call Quality
- Call Waiting Times
- Mitigation for the Delay in Call Response
  - Call-Backs
  - Action Plan to Redress

She emphasised that officers welcomed feedback from customers if they had a complaint in order to put things right. She was happy for members if they wished to sit alongside Customer Services staff to help them gain an understanding of the way the team operated.

She welcomed members questions and comments.

Question: Reference was made to the older IT systems mentioned within the officer's report. When were the systems last updated?

Response: There were plans in place for improvements with the introduction of new IT systems. These were in the pipeline, however, they took time to develop.

Comment: Mick Barber, Chair of Lincoln Tenant's Panel welcomed the invitation for further observation of Customer Services staff in action. This was a fantastic team. He had seen the Customer Call-Back system in operation. He accepted there were issues, however, he appreciated how hard the staff worked.



Question: As performance levels were currently low had officers considered reducing the performance indicator for customer call waiting times?

Response by Chair: Performance indicators were set following discussion between Portfolio Holders and officers. As members, it was our responsibility to ensure performance matched these targets. This was a long running issue. Perhaps consideration could be given to lengthening the performance measures for call waiting times in future years.

RESOLVED that the content of the report, mitigation measures for the delay in call responses and action to redress issues be noted with thanks.

**28. Tenant Satisfaction Measures - Quarter 2 2024/25**

Michelle Hoyles, Housing Strategy Manager:

- a. presented a report to Members on the performance of the Council's landlord services against the Regulator of Social Housing's Tenant Satisfaction Measures (tenant perception) for Quarter 2 of 2024/25 and summarised the actions being taken by the Directorate of Housing and Investment to continue to improve tenant satisfaction
- b. confirmed that following consultation with Lincoln Tenant's Panel it had no comments on the content of the report
- c. advised that the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs) came into force in April 2023, TSM's were an integral part of the regulator's recently introduced Consumer Standards, most notably the Transparency, Influence and Accountability Standard
- d. highlighted the purpose of TSM's to ensure openness and transparency among social housing providers; specifically, how they treated tenants with fairness and respect so that they could access services, raise complaints, influence decision making and hold their landlord to account
- e. added that landlords were also required to understand the diverse needs of their tenants; engage with them, take their views into account when making decisions; communicate with their tenants, provide information and encourage effective scrutiny
- f. explained that the TSM's were in two parts:
  - 12 'tenant perception measures', obtained by surveying tenants for their views; and
  - 10 'management information measures', derived from data held by the landlord as part of their housing management and asset management activities
- g. referred to Appendix A of the report which gave a detailed analysis of the results of the tenant perception measures surveys completed during the second quarter of 2024/25
- h. reported that the ten management information measures had been incorporated into the quarterly performance reporting process, and

therefore would be presented to the Sub-Committee at its next meeting on 25 November 2024; an annual report on the Council's overall TSM performance would be reported to the Sub-Committee during the first quarter of the next reporting year

- i. highlighted that at the Sub-Committee meeting of 8 August 2024, committee members indicated their support for the following areas of focus for the current year, related to tenant satisfaction:
  - Improving how the Council responded to complaints;
  - Further analysis of tenants' perceptions around ASB and what the Council could do to improve this; and
  - Improved approaches to tenant participation and keeping tenants informed
- j. further outlined the background to the results of the tenant perception measures survey completed during the second quarter of 2024/25, covering the following areas:
  - Summary of Approach
  - Survey Findings
- k. invited members comments and review on the content and presentation of the report.

Members discussed the content of the report and key findings from the quarter 2 tenant perception survey in further detail.

The following questions and comments emerged:

Question: Could further clarification be given to the meaning of the TSM metric measure - 'Safe Home'?

Response: The question asked of tenants was how satisfied they were that their home was safe.

Question: Was it possible to change the graph at paragraph 5.1 of the report into two parts and in a bar chart format. This would make it easier to view and understand improvements and decline in survey results.

Response: Yes. These adjustments would be actioned in future reports. A piece of work would also be ongoing over the next year to share information with tenants to keep them informed of the projects we were doing.

Comment: Our satisfaction measure in respect of 'Listen and Act' had declined which was disappointing. The tenants' perception of how likely they would be to recommend City of Lincoln Council's Housing Service to other people had also declined.

Response: This issue correlated to reduced performance in customer call waiting times, which impacted on tenant satisfaction within the tenant perception survey

Comment: The best way to be approachable was to be seen as a face in the community.

Response: Yes. Further exploration was required on processes for the way we worked as a Council collaboratively as a whole, also to take the pressure off Customer Services staff/Housing Officers in answering queries.

Comment: Whilst Lincoln Tenant Panel members were observing Customer Services in action, each call had taken 20 minutes to deal with. This was indeed a difficult issue to address. It was important to get the message across to residents how our system operated and that other officers apart from Housing staff could help in relevant service area.

Response: Officers were currently in the process of visiting all tenants asking if they wished to be included in greater resident involvement. Perhaps this could also be achieved via e mail and/or online surveys although there was no quick fix here. The new service areas/contact details covering Tenancy/Anti-Social Behaviour and Rents may help.

Comment: Education was needed on effective action in response to telephone calls received. A system to seek permission to hold contact details for tenants was being looked at to enable us to act on feedback submitted. Compared to other local authorities, our tenant perception figures were quite good.

Comment: Telephone calls about repairs should be directed to Hamilton House.

Response by Daren Turner, Director of Housing and Investment: Wherever the calls were received from would not change the issues. A data collection study was required on calls received/what type of call/how long the call lasted and how many calls related to housing issues. We needed to ask these questions to allow us to make changes to services based on fact. This level of scrutiny was required first to inform future provision.

Question: Could telephone callers choose from a list of options of where they needed to be transferred to?

Response: When the calls came through, they were queued and triaged. Giving too many contact connection options was difficult as there were so many services. However, this could be looked at. Officers gave an assurance that the areas of data searching work mentioned above were being investigated, however it took time engaging with the various services. It was important to include the nature of calls as some service areas such as Housing Solutions took more time to deal with than others.

Question: At busy times e.g. Council Tax Bills being despatched, did Customer Services hold the capacity to deal with additional pressure?

Response: Yes, holidays were restricted during busy periods and shifts reallocated accordingly.

RESOLVED that:

1. The content of the report and the Tenant Satisfaction Measures data contained within be noted.
2. Given the Quarter 2 survey findings highlighted in this report, the Housing Scrutiny Sub-Committee continued to support the priorities/focus listed in section 3.5. of the officer's report, also detailed above.

## **29. Anti-Social Behaviour Update**

Marianne Upton, Tenancy Services Manager and Ben Jackson, Public Protection, Anti-Social Behaviour and Licensing Manager:

- a. presented a report to update Housing Scrutiny Sub-Committee on the work done by the Tenancy Services Team and Public Protection and Anti-Social Behaviour (PPASB) Team to manage Anti-Social Behaviour in the city
- b. reported that Lincoln Tenant Panel (LTP) had not been formally consulted about this report but had the opportunity to comment on its contents at this meeting
- c. highlighted that an LTP working group had been set up to work with Debbie Savage, Area Housing Manager (ASB), on our processes and procedures and further improvements to the service for tenants reporting issues
- d. advised that both the Tenancy Services Team and the PPASB Team responded to, and case managed reports of Anti-Social Behaviour across the city
- e. highlighted the distinction between the Housing ASB team and PPASB team legislation which they relied on:
  - PPASB worked mainly with the Crime and Policing Act
  - The Tenancy Services Team in Housing used landlord and tenant law based in the Housing Acts
- f. outlined the work of the Tenancy Services Team which dealt with nuisance and Anti-Social Behaviour (ASB) relating to tenants, anyone who lived with them and visitors to their homes, covering the following main topic areas:
  - What is Nuisance and ASB?
  - Managing ASB
  - Tenancy Services Data for Q 1 and Q2 2024/25
- g. further outlined the work of the Public Protection and Anti-Social Behaviour Team to protect individuals, the community and the amenity of the city over a broad range of areas, providing both proactive and reactive activities, covering the following main topic areas:
  - Anti-Social Behaviour
  - Noise
  - Animals
  - Pests / Conditions of Gardens
  - Accumulations of Waste
  - Fly-Tipping Investigations
  - Management of the Safety Warden Service
  - Representation at the Community Safety Partnership
- h. provided service request figures and details of housing referrals to PPASB
- i. reported on the wider role of the PPASB Team and future focus for work going forward
- j. invited members comments on the content of the report.

Members discussed the content of the report in further detail.

The following questions and comments emerged:

Question: Lincolnshire Police did not address young people on scooters creating nuisance on the city streets and simply recorded incidents. Were we going back to tenants as parents to take responsibility for their children's behaviour?

Response: PPASB and housing officers held regular meetings to work alongside Lincolnshire Police and other agencies to issue warnings.

Question: Were there any funds to deal with waste bins being left on the streets?

Response: The process had been reviewed approximately a year ago and future policy was being looked at moving forward.

Question: Could Lincoln Tenants Panel be kept up to date with any progress on the policy relating to bins on the street?

Response: Yes, members would be kept informed as the policy went through the Committee process.

Question: Were officers dealing with the need for motorised scooters to be controlled sensibly by their operators?

Response: This area of work was something only Lincolnshire Police could deal with.

Question: Were officers still dealing with soft Anti-Social Behaviour within the banner of 'nuisance'?

Response: This was dealt with based on the level of impact it had in the community and the level of intent to the behaviour.

Members received clarification on the relevance of the service request figures at paragraph 9.3 and housing referrals to PPASB at paragraph 10.2 of the officer's report.

Paula Burton, Assistant Director, Housing Management confirmed that the increase in Tenancy cases registered within the report as received in Quarter two compared to that of Quarter 1 was due to improved record taking rather than being a negative result.

RESOLVED that the content of the report be noted.

### **30. Estate Inspections**

Maranne Upton, Tenancy Services Manager:

- a. presented a report to provide feedback on the issues identified during the 2024 Estate Inspections
- b. advised that five members of Lincoln Tenants Panel (LTP) attended the Estate Inspections this year, and had now formed a working group to meet early in November to review the issues raised; and as needed, re-visit certain areas to check progress with particular issues, together with looking at longer term work identified during the inspections
- c. highlighted that the number of issues raised for the whole of our estate areas in Lincoln was relatively low; this reflected better management on the estates by the Housing Officers and Caretakers, the improved repairs

processes and ongoing investment in our stock over the past couple of years

d. gave further detail to the key themes identified from the estate inspections in 2024 covering the following main areas:

- Bins
- Enhancements
- Fly Tipping
- General Maintenance
- Graffiti
- Grounds Maintenance/Gardens/Trees
- Parking
- Redundant Fixtures
- Repairs

e. invited members comments on the content of the report.

Members discussed the report in further detail. Comments and questions emerged and were responded to by officers as follows:

Comment: It would be useful to increase promotion on social media regarding fly-tipping to explain to the public its impact in terms of cost to the Council and on the community as a whole.

Question: The circulation of this report with issues identified was much appreciated. Was there a mechanism in place to update members on progress in order actions could be monitored?

Response: This would be monitored through the working group established with the LTP.

Question: Was our contractor informed about the issues following on from the inspections?

Response: Yes instructions were given to our contractor to clear any issues.

RESOLVED that:

1. The content of the report be noted.
2. The establishment of an LTP working group to evaluate the issues raised in the inspections be noted.

### **31. Estate Regeneration Investment Programme**

Maranne Upton, Tenancy Services Manager and Kevin Bowring, Investment Manager:

- a. presented a report to give information on how we were going to work together to deliver the Estate Regeneration Programme
- b. advised that the Lincoln Tenants Panel working group looking at the outcomes of the estate inspections would be feeding directly into this programme

- c. highlighted that this report related to the Housing Revenue Account (HRA) business plan strand of estate regeneration and the new Neighbourhood Management Policy; it looked at our vision for Clean, Green and Safe estates and what we aimed for the estates to be like in the next 10 years
- d. gave further detail in the context of housing management to "Clean, Green, and Safe", a guiding principle or framework used to ensure that residential environments were well-maintained, environmentally friendly, and secure as detailed at paragraph 4 of the officer's report
- e. outlined a strategy for the action we would be taking for investment through the business plan with a new process being agreed for referring work to be carried out as detailed at paragraph 5 of the officer's report
- f. invited members comments on the content of the report.

Members discussed the report in further detail. Comments and questions emerged and were responded to by officers as follows:

Question: Would this be a 30-year plan?

Response: Yes this was correct as part of the Housing Management Business Plan.

Question: In terms of keeping the streets clean and tidy, there had been an influx of fridges freezers left outside of properties for lengthy periods apparently for scrap collection.

Response: If members of the community would kindly report incidents to the Council of appliances being left for a long time at kerbside, this could be addressed.

Question: Were we still considering offering a free collection service for used/unwanted items to tenants on a Wednesday?

Response: The Investment Team were looking at the possibility of collecting items periodically in a caged van, or placing a skip for short periods of time. The Housing Service had purchased a HIAB vehicle for heavy lifting and had larger cage vehicles to increase capacity for larger items.

Question: Was it possible to erect bollards in green areas to stop residents parking on the grass?

Response: Any requests submitted by the relevant housing manager would be referred for evaluation by the relevant team.

Comment: It would be useful to increase promotion to residents on reporting issues of fly-tipping so the perpetrators could be prosecuted.

Response: The cost to the Council of fly -tipping removal was huge. We were always looking for potential solutions through social media measures so that tenants did not have to bear the cost of the bill.

RESOLVED that:

1. The content of the report be noted.
2. The requirement for Housing Scrutiny Sub Committee to receive a 6-monthly update on progress with any projects be noted.

### **32. Unacceptable Customer Actions Policy**

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. presented a report to seek comments on the new Unacceptable Customer Actions Policy as detailed at Appendix 1, prior to its referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code. (The Code)
- c. referred to Section 5.14 of the Code self- assessment which stated that:
  - Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.
- d. advised that whilst we had existing procedures for reporting incidents and handling reports of unacceptable behaviour it was not a formal policy document and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. highlighted that the new policy had been developed with the assistance of Lincoln Tenant's Panel who were keen to help ensure that while protecting staff the policy was also proportionate in terms of the action taken
- f. welcomed members feedback on the content of the report and draft policy.

Mick Barber, Chair of Lincoln Tenant's Panel asked where the policy would be referred to following this meeting.

The Director of Housing and Investment confirmed that due to publication timelines stipulated by the Housing Ombudsman Service, the Chair of Policy Scrutiny Committee had agreed that it could be referred back to Policy Scrutiny Committee for their consideration after it was received by Executive, with the caveat that authority for any amendments suggested by Policy Scrutiny Committee be delegated by the Executive to the Director of Housing and Investment or the City Solicitor for action.

RESOLVED that:

1. The Draft Unacceptable Customer Actions Policy be referred to Executive for approval.
2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.

### **33. Remedies Policy**

Emily Holmes, Assistant Director, Transformation and Strategic Development:



- a. presented a report to seek comments on the Department of Housing Draft Remedies Policy as detailed at Appendix 1, prior to referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code (The Code)
- c. detailed the main statutory requirements expected of the Council as follows:
  - Section 7.1: Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.
  - Section 7.2: Any remedy offered must reflect the impact on the resident as a result of any fault identified.
  - Section 7.3: The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.
  - Section 7.5: Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.
- d. highlighted that whilst we had existing procedures for offering small sums to compensate loss, we did not have a formal policy document which was in line with the HOS Guidance on Remedies and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. advised that Lincoln Tenants Panel had made the following comments when consulted on this report:
  - Recommend the remedies policy be reviewed annually.
  - LTP request that they be provided with an annual report on the volume of compensation administered and areas of service related to.
  - Agree with the proposed compensation amounts and increments system relating to qualifying improvements, gesture of goodwill and payment of compensation to customers.
  - Recommend rent refund for disturbance allowance amount be reduced.
- f. invited members comments on the content of the report and Remedies Policy.

RESOLVED that:

1. The Draft Remedies Policy be referred to Executive for approval.
2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.

#### **34. Housing Management Structure Update**

Paula Burton, Assistant Director, Housing Management provided a verbal update on the Housing Management Structure, covering the following main points:

**Training Coordinator** - would be starting with us on 2 December, coming into the office a few afternoons prior to meet people and get used to the place before starting. Dates to be confirmed.

**Housing Systems Officer** - An internal member of staff from Customer Services was successful at interview and test yesterday. The appointment was going through the motions with HR, to finalise a start date.

**Business Support Assistant** Interviews being conducted on 30 October and 1 November.

**Apprentice** - An update was awaited for a start date to be confirmed for the successful candidate. Expected to be November now, members would be updated shortly.

**Changes to Tenancy Services** - Still working through legacy cases with a pressure on the officers but working well to take the appropriate actions.

**Housing Officers** - We had interviewed and were just going through the offer stage for Housing Officers to carry out the tenant census.

**Supported Housing** - Now reporting to Marianne Upton, Tenancy Services Manager on a pilot basis. Clive Thomasson, Supported Housing Manager would be starting to work part time from January as flexible retirement.

**Housing Solutions Manager** - To start in mid-December.

**Rough Sleeping Programme Lead** – To start on 18 November.

Mick Barber, Chair of Lincoln Tenant's Panel asked to be updated by Work Base Learning on apprentices recruited.

RESOLVED that the verbal update be noted with thanks.

### 35. **Work Programme 2024/25**

The Senior Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 2024/25 as detailed at Appendix A of the report
- b. highlighted that the work programme could be further populated in accordance with Housing Scrutiny Sub-Committees requests for topics of discussion and areas of preferred scrutiny to be used as a working document, added to or amended at members discretion at any time during the 2024/25 Municipal Year
- c. confirmed that the work programme included those areas for scrutiny linked to the strategic priorities of the Council and themed housing matters, to ensure that the work of the committee was relevant and proportionate.

RESOLVED that the content of the Work Programme for 2024/25 be noted, subject to the following additions:

- An update on the Downsizing Policy be presented to the next meeting of Housing Scrutiny Sub-Committee to be held on 26 November 2024.
- The Assistant Director, Housing Management to liaise with Democratic Services, to reinstate the following agenda items on the work programme for future meetings (TBC) in lieu of holding Member Development sessions:
  - Tenancy Agreement
  - Allocations Policy Review
  - Caretaking Review
- An update be provided at the next meeting of Housing Scrutiny Sub-Committee on 26 November 2024 in relation to Garage 'Rents/Empty/Vacant/Unused/Repairs/Lost Revenue and Future Planning'.
- A six-monthly update on the Estate Regeneration Investment Programme be added to the work programme for the first meeting of the 2025/26 Municipal Year.

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**PERFORMANCE SCRUTINY COMMITTEE**

**5 DECEMBER 2024**

**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 which covers the Council's own housing stock, regulation of private sector housing and health. There is a separate report on this agenda covering fire safety and I don't go into any detail in this report save to say we are 100% compliant in carrying out fire safety checks to both our high rise and our low-rise flats.

The major changes since my last report to this committee have been the Regulator of Social Housing (ROSH) expanding to cover local authorities from 1 April this year and policy announcements by Government since the July General Election.

ROSH will be inspecting each Council HRA every four years on consumer standards whereas other registered providers are also inspected on governance and value for money. For consumer standards the outcomes are graded from C1 (highest) to C4 (lowest). The majority of inspections so far have produced either C2 or C3 results with the occasional C1 and C4. ROSH requires a range of Tenancy Satisfaction Measures which we also scrutinise within our own Council through the Housing Scrutiny Committee. ROSH comes with a fee of around £64,000 a year payable to the Regulator.

In terms of Government announcements, the changes in Right to Buy will help. However, in the period between the autumn statement and the deadline for applications to be made under the previous system, we had over 90 applications. That is equivalent to the number which would normally be sold in around two years.

Our 30 year Housing Revenue Account Business Plan is in place with the priorities being neighbourhood regeneration, delivering new homes, addressing climate change and developing and improving core services.

There continues to be a housing crisis in the city. Although Local Housing Allowance (the amount available to be claimed for a property under housing benefit) has increased we are still in a situation where the vast majority of private sector rents are beyond the reach of anyone on housing benefit.

Homelessness numbers continue to increase and the cost of temporary accommodation (which falls on the General Fund rather than the Housing Revenue Account) is a continuing challenge not just for our Council but for all Councils up and down the country.

**HOMELESSNESS**

Homelessness continues to be a significant issue reflecting the situation that there is a housing crisis both locally and nationally. In Q2 there were 328 homelessness approaches to the City Council. This number has more than doubled since Q2 of 2021-22 when there were 145 approaches.

The percentages of successful preventions and relief of homelessness against the total number approaching the Council as homeless decreased to 36.14% This reflects the difficulty in finding accommodation in the city.

The number of people on the housing register at the end of Quarter 2 was 2,076 which is an increase of 164 on Q2 last year reflecting the continuation of the city's housing crisis.

There were 13 rough sleepers at Q2 end.

#### 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.

Tenancy services has recently began a pilot scheme with specialist teams of rent collection, anti-social behaviour and tenancy matters and it is too early to see how this is reflected in performance indicator data.

The percentage of rent collected to the end of Q2 was 96.37% which is red. A truer picture will emerge at the of Q3 when the non-payment Christmas weeks are included. Arrears 4.47% of the annual rent debit which is outside the low target of 4.15%. This reflects a national picture and correlates with other similar types of collection data E.G Council Tax.

#### VOIDS

The three performance indicators covering voids remain in red. The low target for re-let time (keys in to keys out) for all homes including major works is 45 days whereas the Q2 figure is 51.59 days. There are reasons for this in the commentary accompanying this report but this is an area that needs to show improvement. The percentage of rent lost due to vacant dwellings in Q2 was 1.36% with a low target of 1.1%. Again, this reflects the picture nationally and locally.

#### HOUSING REPAIRS

At the end of Q2 99.89% of priority (one-day repairs) were carried out within the time limit with a target of 99.5% putting this in the green category.

The percentage of urgent (three day) repairs completed on time in Q2 was 97.24% which is in the acceptable category and although is a slight reduction on Q1 this is an improvement on the data presented in my last report.

In Q2 99.27% of appointments were kept compared to a target of 98%. The percentage of priority and urgent repairs completed on first visit was 98.68% which is above the target of 92%. Both of these are also green.

In Q2 satisfaction with repairs (a ROSH measure) was 71% which is based on a survey of 150 tenants. 22% indicated dissatisfaction with the remaining 8% neither one way or the other.

#### HOUSING INVESTMENT

At the end of Q2 the percentage of council properties that were not at the Decent Homes standard (excluding refusals) (HI1) was 0.64% placing this in the green category with the target for the year end being 1%. We have 243 refusals (HI2).

In Q2, 99.27% of properties have a valid gas certificate (HI3) with a target of 99 % - again placing this as green. 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 the small number of cases where it is necessary to go to court to obtain an order we obtain an injunction for the life-time of the tenancy.

## NEW BUILD

11 new homes in Hermit Mews, consisting of six three-bed and five two-bed properties, have been completed and tenanted. 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 reduced carbon emissions and travel to work. Each of the properties has EV charging points and 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 continued 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 plans to deliver 120 affordable homes and work has already started on the bridge which gives access to that area.

## DECARBONISATION

Our short-term objective is to have every home at EPC C rating or better by 2030 and work has commenced on our decarbonisation strategy.

A high proportion are currently EPC rating B or better and we have submitted an application for Government grant SHDF3 scheme to fund work on 200 homes which are either EPC D or below. If successful the Council will embark on a £4m+ project to retro fit these homes.

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 have recently contracted to inspect 20% of our properties each year.

## 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 100% out of 24 responses and the same outcome was achieved in Q1 from 60 responses.

The percentage of Lincare Housing Assistance calls answered within 60 seconds in Q2 was 98.95% which is above target and almost identical to Q1 which was 98.97%.

#### PRIVATE SECTOR HOUSING

Within private sector housing the Council has a regulatory role over landlords which includes dealing with housing condition complaints and HMO licensing. The work of this team also includes Disabled Facilities Grants (DFGs), HIMO licensing, bringing long-term empty private sector homes back into use and carrying out checks on properties referred to us by the Homes for Ukraine scheme.

Recruitment has been an issue in this area, and it has only been this autumn that we have had a full complement of staff. This should be reflected in improved performance as the year goes on.

The Good Home Lincs resource, which ourselves and other districts are funding along with the County Council, was launched recently. This provides information, advice and support for homeowners on maintenance, improvements and repairs. One of the immediate effects appears to be an increase in DFG referrals not just in Lincoln but in other districts.

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 2024-25 this was 32 weeks which is a deterioration on Q1 which was 30.9 weeks and on Q2 of 2023-24 which was 29.9 weeks. The low target is 26 weeks, so this is in the red category. 20 grant applications were completed in Q2 including three prolonged cases which took over 52 weeks. Without these three cases the average would have been around 28 weeks.

A Technical Support Officer has been employed to assist in processing and managing DFG cases which should start to show an improvement.

In the first two quarters of this year 42 grant assistant cases have been completed with a value of £405,000 and since then 11 more cases have been completed. A further £505,000 has been committed and approved which means we are on target to spend our annual DFG allocation and reduce some of the unspent amount from previous years. The number of referrals has been increasing recently which is likely to relate to the launch of the Good Home Lincs resource earlier in the autumn.

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 22 weeks with the target being a minimum of 20 weeks. This is a deterioration from Q1 (19 weeks) and from Q2 of 2023-24 (21 weeks). During Q2 the team resolved and closed 25 housing disrepair / condition cases. By mid-November 113 cases had been resolved and closed – the main complaints being disrepair



(62 cases), HMO licensing inquiries (20) and HMO complaints (13). Complaints about damp and mould in private sector homes has increased in each of the last four years from 49 cases in 2020-21 to 98 in 2023-24. By mid-November there were 55 cases.

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 23 long-term (two year plus) empty privately owned properties which is above the high target of 18. The number of four-year or more empty properties is 63. Some of these are extremely challenging to resolve.

## HEALTH

We have a key role in improving our residents' health through the services we provide. These fall into 5 broad areas of housing & homelessness, environment & sustainability, activity & wellbeing, economic inclusion and community engagement. Although there are not specific performance indicators relating to health, the programmes and services will be monitored for specific health impact where possible. An example of this is the EGYM at Yarborough Leisure Centre where we can see data such as 29.3% increase in strength in the first 3 months and percentage reduction in bioage for users. Another example is the Lincs4Warmer Homes scheme that supported 32 households with an income below £31,000 or living with a health condition to be more energy efficient. Some of our impact on residents' health and wellbeing will be seen at an individual level, others will take generational change to show an improvement in the health data.

The City Council does not have any specific performance indicators relating to health but we have a key role in improving our residents' health through the services we provide. The provision of good quality, safe, affordable housing is the most important factor within the City Council's remit as housing conditions have a huge impact on people's health and education. Leisure services, play areas and green spaces such as our parks and commons also have roles in improving both physical and mental health.

The UKSPF ward community chest money is another area we have been able to affect health with several ward panels funding community cuppa-type start-ups. These events help reduce loneliness.

The main sources of data for Lincoln's health can be found from the Office of National Statistics (ONS), the Lincolnshire Health Information Hub (LHIH) and the Department of Health and Social Care's fingertips data.

On occasions health data is published almost as historical information rather than real time. For example, my report to this committee in January referred to the health index score for Lincoln for 2021 which was published by the ONS and described as an experimental statistic and has not been updated. Lincoln was given a score of 85.3 in comparison with the overall score for England of 100.8. with the Lincoln score down on the previous year and the overall score for England improving.

I've included the Lincoln health profile from the DHSC in the appendices to this report as well as the profiles for the two primary care networks neighbourhood teams which cover the city – Lincoln City South and Lincoln North.

The city profile shows that Lincoln is below both the East Midlands and the England levels for each of the eight indicators published. We are the worst in the country for under 75 mortality rate from cancer and the second worst in the country, behind West Devon, for suicide. For suicide the analysis is based on the home postcode of the deceased rather than the place of death.

Lincoln, over a number of years, has consistently had one of the highest suicide numbers per 100,000 population. The 2022 Lincolnshire suicide audit shows three electoral wards in Lincoln had five or more registered deaths from suicide over the period of 2020-22. Only two other wards across the whole of the county had that level – one in East Lindsey and one in South Holland.

The Lincolnshire Suicide Prevention Conference held in September was told that there is some evidence to suggest that suicide rates reduce in relation to the proximity to areas where there is a higher level of mental health support. For instance, the figure for Inner London is 7.5 per 100,000 and no Inner London borough is above the national average. Research is to be carried out looking at whether the level of support available locally is a factor in the levels experienced in Lincoln and the wider county.

To conclude 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 a thank you to our Tenants Panel who have carried out very valuable work over the last year.

To be added as appendices along with the Housing portfolio Q2 performance data

[Local Authority Health Profiles - Data | Fingertips | Department of Health and Social Care](#)

[LincolnCSouth-Neighbourhood-Team.pdf](#)

[LincolnNorth-Neighbourhood-Team.pdf](#)

Donald Nannestad Portfolio Holder for Quality Housing

## **Inclusive Economic Growth**

1. Building Control
2. Car Parks
3. Commercial Development
4. Contaminated Land
5. Cultural and Events Activities Including:
  - Christmas Lights
6. Economic Development and Growth, including:
  - Western Growth Corridor
  - Sustainable Urban Extensions
7. Heritage
8. Innovation and Inward Investment including:
  - Lincoln Science and Innovation Park
  - Smart City initiatives
9. Markets
10. Planning, including:
  - Central Lincolnshire Local Plan
  - Regional and National Planning Policies
11. Public Realm including:
  - City Centre Masterplan
  - Cornhill Area Redevelopment
12. Regeneration Including:
  - Neighbourhood Revitalisation
  - Community Planning
13. Small Business Support
14. Tourism and Marketing
15. 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. Financial Inclusion, including:
  - Adult Learning;
  - Young People.
9. Prevent
10. 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:
5. Refuse Collection and Recycling
6. Highways

7. Open Space and Grounds Maintenance
8. Public Conveniences
9. Cleansing
10. Food Health and Safety
11. Licensing
12. Parks and Recreation
13. Pollution Control
14. Sport and Leisure facilities to promote physical activity

## Climate and Corporate Strategy

1. Climate Change (linkage to Local Plan)
2. Low Carbon Agenda
3. Equality and Diversity: Employer perspective
4. Corporate Communications and Media Relations
5. Corporate Strategy including
6. Strategic Plan (Vision 2020)
7. Annual Report
8. Strategic Partnerships
9. Human Resources including:
  - People Strategy
  - Apprenticeships
  - Trade Union Liaison
  - Organisational Culture and Core Values
10. Regional and Sub-Regional Governance Arrangements including Devolution
11. Legal

## **Customer Experience, Review and Resources**

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

13. Lincoln City Profile
14. Asset Management
15. Civic and Twinning
16. Corporate Health and Safety
17. Emergency Planning
18. Finance including:
19. Financial Strategy
20. Financial Position
21. Procurement (excluding social value)
22. Revenues
23. Risk Management and Governance including
24. Insurance
25. Specific Major Projects (Excluding Major Developments)
26. Towards Financial Sustainability including  
Commercialisation

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## APPENDIX A

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Private Housing	QH	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Weeks	Low is good	26.00	19.00	Q1 - 24/25	30.90	Q2 - 24/25	32.00	R	▼	<p>During quarter 2 there were 20 grant adaptations completed, 3 being prolonged cases in excess of 12 months due to the complexity of mitigating circumstances. These long term cases have therefore negatively impacted the overall time taken, and without these cases the outturn would have returned a value close to 28 weeks.</p> <p>In order to improve the end to end time, the service area has employed a Technical Support officer to assist in processing and managing the DFG applications, this additional resource is expected to lead to improvements in timeframes by quarter 4.</p> <p>So far this financial year the service area have completed 42 Grant assistance cases, 2 cases are double grant on one property, with a value of £405,147, the total committed and approved currently is £505,781, which combined equates to £910,929 of funding to assist residents to live independently in their own homes.</p> <p>The service area presently have 36 cases being worked on by officers, 5 of the cases being worked on have been 'stop clocked' due to long delays out of the service areas control.</p>
Private Housing	QH	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20.00	12.00	Q1 - 24/25	19.00	Q2 - 24/25	22.00	R	▼	<p>Performance for the measure has declined since the previous quarter, with 25 cases closed throughout quarter 2.</p> <p>A further 48 cases were received during quarter 2, 44 remain open, of which 23 are awaiting allocation.</p> <p>Park and Carholme wards continue to have the highest number of properties that report complaints of disrepair.</p> <p>Resources within the team have been focused on delivering HMO licencing during this quarter and we were carrying 2 vacancies within the team, however at the end of September we are now fully staffed and training of these newly recruited staff is ongoing.</p>
Private Housing	QH	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	8	18	Q2 - 23/24	20	Q2 - 24/25	23	G	▲	<p>The number of empty homes brought back into use during quarter 2 was 23.</p> <p>All of these properties have been problematic long term empties, requiring more work to turn around.</p> <p>The service area reports that the outturn for this measure is on track to</p>

[illegible]



## APPENDIX B

41	Matt Hillman - Assistant Director Assets	Housing Investment	QH	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	Q1 - 24/25	0.36	Q2 - 24/25	0.64	G	▼	<p>There has been an increase in non-decent properties since quarter one, predominately as a result of a flat block roof being reported as needing repair. This block contains x10 flats which are all now considered as not decent.</p> <p>Other failures have come following recent stock condition surveys. There are now a total of x50 failures due to 21 Doors, 13 Roof, 3 Windows, 12 Electrics, 1 Kitchen and Bathroom.</p>
		Housing Investment	QH	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	225	Q2 - 24/25	243	V		<p>There has been an increase in the number of refusals compared to the previous quarter. Efforts continue to be made to work with tenants to address their reasons for refusing improvement works, with a view to ensuring these properties meet the Decent Homes Standard over time.</p>
		Housing Investment	QH	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	Q1 - 24/25	98.68	Q2 - 24/25	99.27	G	▲	<p>Year to date – 99.03%</p> <p>The annual gas servicing programme continually runs twelve months a year.</p> <p>The Investment team along with the contractor Aaron Services have recently focussed on reviewing existing gas access procedures and service delivery.</p> <p>As a result of this work, the service area reports a slight reduction in the number of tenants who did not allow access to the gas engineer prior to the deadline date of the service during Quarter 2.</p> <p>The number of failed access cases has been between four and seven addresses each month.</p> <p>With the support of housing management and legal services we have obtained a small number of injunctions to address some of the outstanding failed access cases.</p>
		Housing Maintenance	QH	HM 1a	Percentage of reactive repairs completed within target	%	High is good	98.50	99.50	Q1 - 24/25	99.89	Q2 - 24/25	99.89	G	—	<p>Year to date - 99.89%</p> <p>Performance in this area remains high, the service area meets regularly to assess demand in the priority and urgent teams and will adjust resources when needed to ensure these areas have adequate</p>

				time (priority 1 day only)										cover.	
	Housing Maintenance	QH	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	Q1 - 24/25	99.32	Q2 - 24/25	97.24	A	▼	<p>Year to date - 98.25%</p> <p>This area has seen a slight reduction since quarter 1 figures, this is predominantly down to a change in reporting no access. These are logged on the system, but we keep the original Job reference open and schedule up to 3 times prior to cancelling the order, this then provides a better audit trail of attempts and greater record keeping. However this can mean a few priority repairs go out of target due to having to be rescheduled due to tenant availability.</p>
	Housing Maintenance	QH	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	Q1 - 24/25	98.00	Q2 - 24/25	98.68	G	▲	<p>Year to date - 98.35%</p> <p>Performance in this area remains high and above the high target. New impress stocks are starting to be rolled out and it is anticipated this will support the department in achieving consistent first time fix rates.</p>
	Housing Maintenance	QH	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	96.00	98.00	Q1 - 24/25	98.76	Q2 - 24/25	99.27	G	▲	<p>Year to date - 99.02%</p> <p>Appointments made and kept is well above target for quarter 2, the service area ensures resource is relocated where possible through communication during the day to ensure these work types are completed and appointments kept.</p>
	Housing Maintenance	QH	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	%	N/A	Volumetric	Volumetric	Q1 - 24/25	73.00	Q2 - 24/25	71.00	V		<p>Performance data for this measure is derived from ‘Tenant Satisfaction Measures’ data and is a reliable indicator of true tenant satisfaction with the repairs service.</p> <p>There is a slight decrease in satisfaction levels from the previous quarter. In addition to the 71% of tenants who told us they were ‘satisfied’ or ‘very satisfied’, 8% told us they were neither satisfied nor dissatisfied, and 22% indicated some level of dissatisfaction with the service.</p> <p>This performance is based on a survey size of 150 tenants. The service area intends to use feedback from these ongoing quarterly surveys to continue to improve tenant satisfaction with the repairs service.</p>

Paula Burton - Assistant Director of Housing Management	Control Centre	QH	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	Q1 - 24/25	100.00	Q2 - 24/25	100.00	G	—	<p>24 surveys have been returned so far in relation to lifeline connections installed in Quarter two, all of which were satisfied with the overall service provided.</p> <p>Retrospective data has been added for Quarter one after surveys were not sent out in the previous quarter due to the two pre-elections periods. Performance for quarter one was 100% satisfaction based on 60 returned surveys.</p>
	Control Centre	QH	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	Q1 - 24/25	98.97	Q2 - 24/25	98.95	G	▼	<p>Year to date - 98.96%</p> <p>Performance for this quarter has stayed steady with 98.95% of calls answered within 60 seconds well above the TSA target of 97.5%.</p>
	Housing Solutions	QH	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	2,029	Q2 - 24/25	2,076	V		Numbers on the housing register have continued to increase slightly but remain reasonably consistent.
	Housing Solutions	QH	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	330	Q2 - 24/25	328	V		The number of approaches is consistent with the previous two quarters, there continues to be a high demand for the service with the year to date total of approaches 658.
	Housing Solutions	QH	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	Q1 - 24/25	37.87	Q2 - 24/25	36.14	R	▼	<p>Year to date - 36.98%</p> <p>The percentage of cases successfully prevented or relieved is similar to the previous quarter, albeit showing a slight decrease.</p> <p>The service area have prevented or relieved 113 homelessness approaches within the quarter. The number of preventions and reliefs through the first two quarters of this year is consistent with that of quarters one and two last financial year</p> <p>This measure is currently shown as a percentage. It is suggested by the service that presenting the data this way does not show the effectiveness of the prevention work that takes place, nor whether the preventions achieved have been sustained over the longer term.</p>

														It is therefore under consultation for this measure in future to be presented as a number, be volumetric rather than a targeted measure, and be presented by comparing it to the number of approaches recorded for accompanying measure HS 2, as is detailed above.
	Housing Solutions	QH	HS 4	Number of rough sleepers	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	11	Q2 - 24/25	13	V	The figure is slightly higher than last quarter however the service area reports it is expected that the figure will fluctuate into the teen numbers. As we move into colder weather there is potential to see a reduction in figures due to temporary accommodation being provided.
	Housing Voids	QH	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	Q1 - 24/25	1.27	Q2 - 24/25	1.36	R	<p>Year to date – 1.31%</p> <p>Rent lost through vacant dwellings has increased on the previous quarter, due in part to some of the service challenges experienced in the re-letting process. This is explained in the commentary accompanying measure HV3 below and relates to a combination of factors that have impacted re-letting times including the condition of properties entering the voids process and a small number of sensitive decisions made by the service to hold specific properties empty beyond the voids process.</p>
	Housing Voids	QH	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	45.00	42.00	Q1 - 24/25	48.79	Q2 - 24/25	51.59	R	<p>Year to date – 50.28 days</p> <p>As in Quarter 1, a small proportion of void properties re-let during the second quarter were affected by issues outside of the council's direct control. Three flats in one communal block were re-let in Quarter 2 as sensitive lettings, following a decision to hold these properties vacant whilst a tenancy matter was resolved. This decision, which was anticipated and referred to in the Quarter 1 performance report, resulted in re-letting delays of 121, 78 and 222 days.</p> <p>There was a 47.5% increase in the number of void properties requiring major works in Quarter 2, rising from 40 in Quarter 1 to 59 in Quarter 2. Whilst this will have affected the overall average re-let time for all void properties in the quarter, a reduction in the average number of days taken to re-let void properties requiring major works will have gone some way to mitigate this.</p> <p>As highlighted in the previous quarterly performance report, the amount of time taken to re-let properties between tenants is complex and strongly influenced by external factors. The voids process involves most services within the council's landlord function, and re-let times are a good example of both how these different services work together as a system, and how decisions made across this</p>

															system can impact performance.
	Rent Collection	QH	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	Q1 - 24/25	96.48	Q2 - 24/25	96.37	R	▼	<p>Year to date - 96.42%</p> <p>The percentage of income collection is showing a decrease. In addition to collection level generally showing a lower rate until the end of Q3 (because each year we carry a technical debt due to having a 50 or 51 week payment schedule, which means regular payments are adjusted for that &amp; it does not equalise until the non-payment weeks at Christmas), there was a change to the structure of the Tenancy Services Team at the beginning of the quarter.</p>
	Rent Collection	QH	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	Q1 - 24/25	3.50	Q2 - 24/25	4.47	R	▼	<p>The arrears amount has increased since the end of Q1. Although the pilot structure introduced a specialist team to manage rent collection &amp; arrears, these Officers have had to familiarise themselves with much larger patches &amp; what actions have been taken by previous Officers before they could begin the process of contacting tenants about arrears. There are only 4.4 FTE Housing Officers in the rent team. They have also been focussing on making sure that Notices &amp; Court Orders are in place &amp; have not expired. It should also be taken into consideration that Q2 is the peak time for taking leave, which means there is less capacity available.</p>

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APPENDIX C

Indicator	Period	Lincoln			East Midlands	England			
		Recent Trend	Count	Value	Value	Value	Worst	Range	Best
Life expectancy at birth (Male, 3 year range)	2020 - 22	—	-	75.8	78.6	78.9	73.4		83.7
Life expectancy at birth (Male, 1 year range)	2022	—	-	76.6	78.9	79.3	73.8		83.8
Life expectancy at birth (Female, 3 year range)	2020 - 22	—	-	81.0	82.4	82.8	79.0		86.3
Life expectancy at birth (Female, 1 year range)	2022	—	-	81.5	82.7	83.2	79.2		87.0
Under 75 mortality rate from all causes (New data)	2023	➡	382	502.1	357.3	341.6	622.1		207.1
Under 75 mortality rate from cardiovascular disease (New data)	2023	➡	84	109.9	80.3	77.4	136.2		39.2
Under 75 mortality rate from cancer (New data)	2023	➡	138	186.1	126.4	120.8	186.1		71.5
Suicide rate (Persons, 10+ yrs)	2021 - 23	—	52	20.1	11.3	10.7	20.5		4.2

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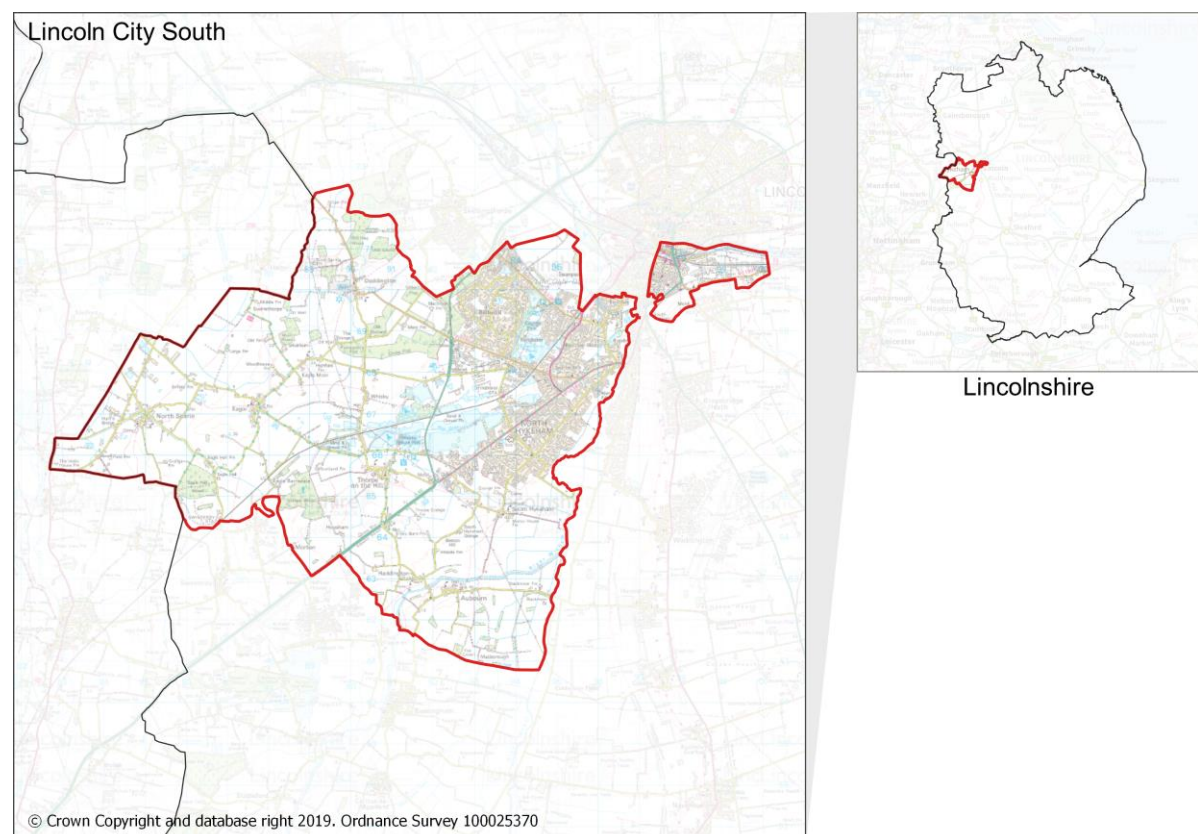


# **Lincoln City South Neighbourhood Team 2019-20 Profile**

# Contents

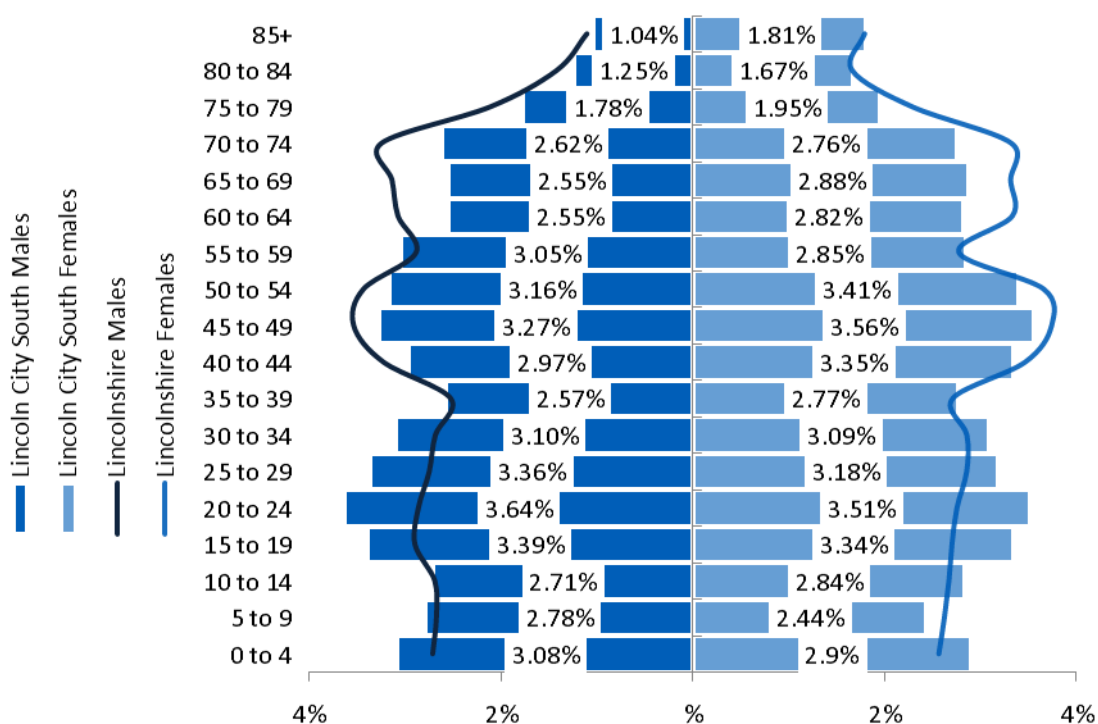
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## Geography



# Population and demographics

Lincoln City South neighbourhood team is made up of 6 GP practices (Birchwood Medical Practice, Boultham Park Medical Practice, Newark Road Surgery, Portland Medical Practice, Richmond Medical Centre and The Woodland Medical Practice). In 2018-19 there were 57,601 patients registered to the Lincoln City South neighbourhood team covering an area of 35 lower super output areas (LSOA)



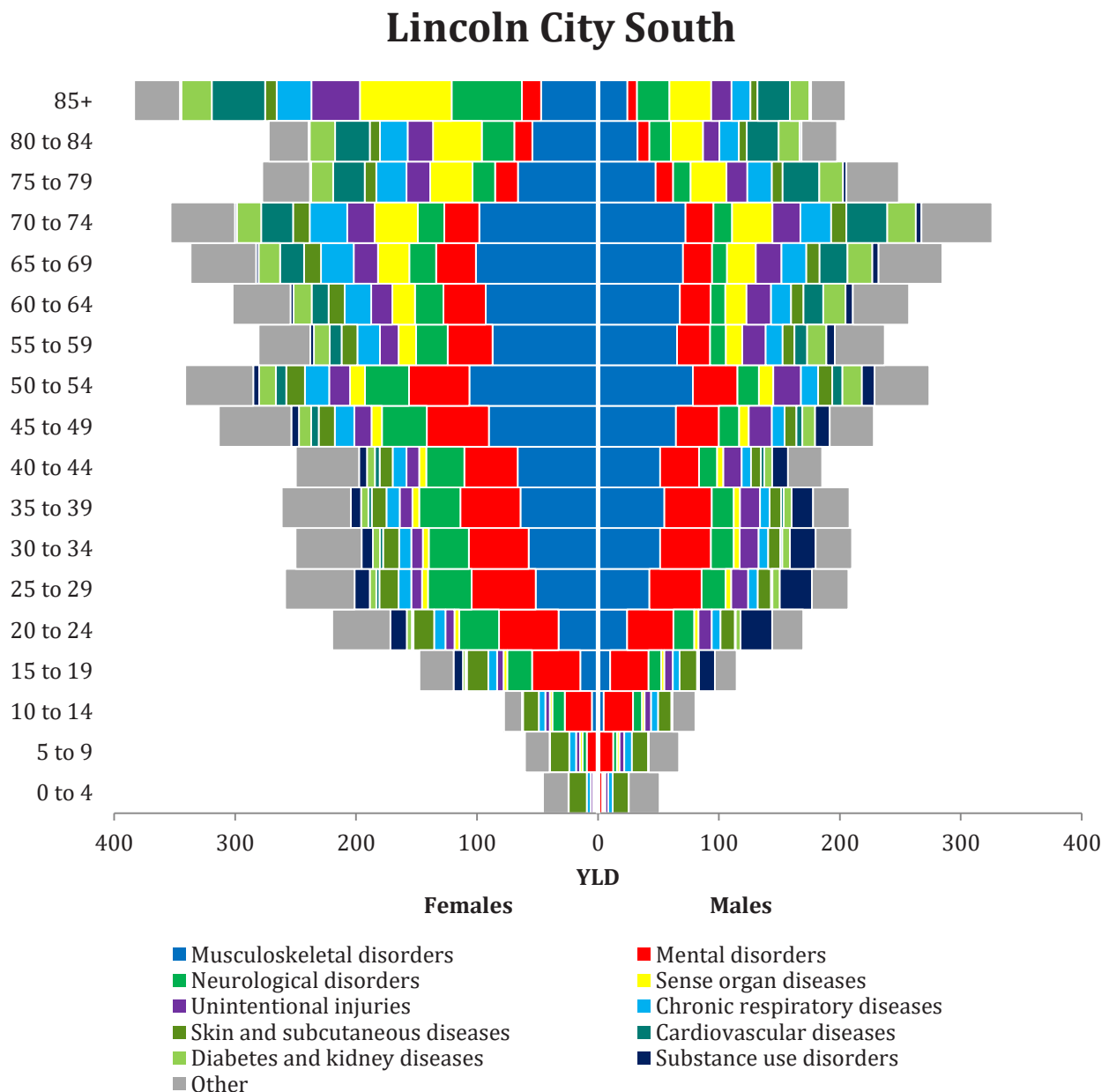
# Disease Prevalence

Using the Quality and Outcome Framework (QOF) register, we can identify the number of people on each disease register at their GP.

Disease	Lincoln City South	England
Atrial Fibrillation	1,146 (1.99%)	1.98%
Coronary Heart Disease	2,044 (3.55%)	3.10%
Cardiovascular Disease PP	394 (1.22%)	1.14%
Heart Failure	599 (1.04%)	0.93%
Hypertension	8,249 (14.32%)	13.96%
Peripheral Artery Disease	365 (0.63%)	0.60%
Stroke and Transient Ischaemic Attack	1,102 (1.91%)	1.77%
Asthma	3,480 (6.04%)	6.05%
COPD	1,218 (2.11%)	1.93%
Obesity	5,783 (12.56%)	10.12%
Cancer	1,775 (3.08%)	2.98%
Chronic Kidney Disease	3,061 (6.65%)	4.09%
Diabetes	3,331 (7.15%)	6.93%
Palliative Care	282 (0.49%)	0.40%
Dementia	512 (0.89%)	0.78%
Depression	6,590 (14.31%)	10.74%
Epilepsy	403 (0.88%)	0.79%
Learning Difficulties	417 (0.72%)	0.50%
Mental Health	615 (1.07%)	0.96%
Osteoporosis	114 (0.55%)	0.79%
Rheumatoid Arthritis	322 (0.71%)	0.76%

# Lincoln City South Burden of Disease

Using the Lincolnshire Burden of Disease this is the modelled profile of the Lincoln City South neighbourhood team Burden of Disease. Years lived with disability (YLD) are defined as years of life lived with any short-term or long-term health loss. (IHME 2017). In the Lincoln City South neighbourhood team the biggest driver of years lived with disability is musculoskeletal conditions.



## A&E Attendance

In 2018/19 there were 15,020 attendances in an A&E department attributed to the Lincoln City South neighbourhood team. Just fewer than 45% of attendances ended up with the attendee being discharged with no follow up treatment required, however just under 25% of attendances resulted in an admission to a hospital bed.

Disposal Outcome	Lincoln City South	Lincolnshire
Discharged – did not require any follow-up treatment	44.73%	37.91%
Admitted to hospital bed	24.25%	21.55%
Discharged – follow-up treatment to be provided by general practitioner	11.88%	21.10%
Referred to fracture clinic	7.43%	5.55%
Left department before being treated	6.09%	2.93%
Referred to other outpatient clinic	2.38%	2.50%
Transferred to other healthcare provider	1.19%	1.64%
Referred to other healthcare professional	0.94%	1.38%
Not known	0.40%	0.55%
Other	0.25%	0.92%
Died in department	0.22%	0.13%
Referred to A&E clinic	0.21%	3.75%
Left department having refused treatment	0.03%	0.07%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

The following heat chart show the most common combinations of attendee age, and attendee arrival time at A&E for the Lincoln City South neighbourhood team. Most attendances were seen between 08:00 and 20:00 and the most likely age groups to attend being 0-4 years and 85+

	0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85+	Grand Total
00:00-00:59	0.29%	0.07%	0.05%	0.21%	0.25%	0.23%	0.18%	0.10%	0.14%	0.17%	0.12%	0.13%	0.08%	0.09%	0.05%	0.12%	0.06%	0.17%	2.50%
01:00-01:59	0.15%	0.03%	0.03%	0.19%	0.21%	0.27%	0.13%	0.13%	0.10%	0.11%	0.15%	0.11%	0.07%	0.04%	0.05%	0.05%	0.03%	0.11%	1.98%
02:00-02:59	0.16%	0.03%	0.03%	0.08%	0.20%	0.19%	0.13%	0.09%	0.09%	0.10%	0.09%	0.11%	0.03%	0.03%	0.09%	0.09%	0.07%	0.10%	1.70%
03:00-03:59	0.07%	0.02%	0.00%	0.11%	0.20%	0.13%	0.07%	0.08%	0.06%	0.05%	0.07%	0.09%	0.03%	0.05%	0.07%	0.06%	0.09%	0.13%	1.38%
04:00-04:59	0.09%	0.02%	0.01%	0.11%	0.10%	0.17%	0.07%	0.09%	0.05%	0.07%	0.11%	0.11%	0.05%	0.13%	0.06%	0.12%	0.06%	0.19%	1.60%
05:00-05:59	0.12%	0.01%	0.01%	0.10%	0.11%	0.07%	0.09%	0.10%	0.07%	0.12%	0.09%	0.11%	0.07%	0.05%	0.11%	0.08%	0.09%	0.17%	1.56%
06:00-06:59	0.06%	0.03%	0.03%	0.07%	0.09%	0.11%	0.14%	0.07%	0.06%	0.11%	0.15%	0.15%	0.12%	0.11%	0.15%	0.08%	0.07%	0.21%	1.80%
07:00-07:59	0.18%	0.01%	0.01%	0.05%	0.12%	0.18%	0.15%	0.15%	0.17%	0.11%	0.16%	0.24%	0.10%	0.10%	0.15%	0.10%	0.08%	0.15%	2.22%
08:00-08:59	0.15%	0.14%	0.15%	0.15%	0.15%	0.25%	0.27%	0.29%	0.21%	0.16%	0.25%	0.23%	0.16%	0.25%	0.22%	0.15%	0.13%	0.22%	3.52%
09:00-09:59	0.31%	0.25%	0.44%	0.25%	0.21%	0.35%	0.41%	0.37%	0.26%	0.29%	0.34%	0.36%	0.24%	0.22%	0.38%	0.23%	0.31%	0.37%	5.59%
10:00-10:59	0.37%	0.16%	0.31%	0.29%	0.31%	0.40%	0.42%	0.35%	0.38%	0.39%	0.33%	0.37%	0.31%	0.40%	0.39%	0.32%	0.29%	0.43%	6.20%
11:00-11:59	0.45%	0.21%	0.30%	0.33%	0.37%	0.46%	0.42%	0.39%	0.33%	0.35%	0.48%	0.44%	0.29%	0.46%	0.35%	0.32%	0.36%	0.47%	6.75%
12:00-12:59	0.37%	0.11%	0.36%	0.25%	0.43%	0.41%	0.45%	0.37%	0.30%	0.28%	0.42%	0.31%	0.30%	0.35%	0.31%	0.28%	0.21%	0.41%	5.90%
13:00-13:59	0.35%	0.21%	0.34%	0.29%	0.37%	0.41%	0.42%	0.33%	0.29%	0.22%	0.33%	0.29%	0.24%	0.24%	0.27%	0.29%	0.33%	0.37%	5.58%
14:00-14:59	0.33%	0.25%	0.31%	0.40%	0.27%	0.41%	0.39%	0.33%	0.24%	0.23%	0.28%	0.26%	0.28%	0.21%	0.31%	0.33%	0.25%	0.37%	5.43%
15:00-15:59	0.43%	0.21%	0.36%	0.23%	0.43%	0.43%	0.29%	0.29%	0.26%	0.28%	0.30%	0.36%	0.27%	0.25%	0.33%	0.27%	0.17%	0.35%	5.51%
16:00-16:59	0.39%	0.25%	0.41%	0.33%	0.43%	0.47%	0.27%	0.37%	0.30%	0.28%	0.37%	0.31%	0.19%	0.16%	0.31%	0.23%	0.22%	0.41%	5.71%
17:00-17:59	0.49%	0.29%	0.29%	0.34%	0.43%	0.48%	0.40%	0.26%	0.27%	0.32%	0.27%	0.31%	0.19%	0.19%	0.31%	0.29%	0.23%	0.44%	5.78%
18:00-18:59	0.74%	0.42%	0.33%	0.34%	0.37%	0.56%	0.44%	0.37%	0.34%	0.32%	0.33%	0.35%	0.18%	0.21%	0.27%	0.27%	0.23%	0.38%	6.42%
19:00-19:59	0.60%	0.31%	0.39%	0.33%	0.33%	0.43%	0.48%	0.25%	0.27%	0.28%	0.37%	0.36%	0.18%	0.17%	0.28%	0.17%	0.19%	0.31%	5.67%
20:00-20:59	0.58%	0.22%	0.25%	0.44%	0.41%	0.53%	0.31%	0.35%	0.23%	0.29%	0.25%	0.27%	0.19%	0.17%	0.18%	0.17%	0.15%	0.39%	5.39%
21:00-21:59	0.54%	0.19%	0.31%	0.37%	0.39%	0.39%	0.34%	0.28%	0.24%	0.23%	0.13%	0.22%	0.15%	0.13%	0.17%	0.08%	0.15%	0.27%	4.55%
22:00-22:59	0.39%	0.14%	0.16%	0.31%	0.33%	0.41%	0.23%	0.29%	0.15%	0.18%	0.17%	0.19%	0.08%	0.13%	0.13%	0.11%	0.13%	0.25%	3.78%
23:00-23:59	0.44%	0.11%	0.13%	0.30%	0.25%	0.29%	0.23%	0.23%	0.19%	0.17%	0.27%	0.15%	0.09%	0.13%	0.15%	0.07%	0.15%	0.17%	3.48%
Grand Total	8.05%	3.69%	4.98%	5.88%	6.73%	8.00%	6.74%	5.91%	5.00%	5.10%	5.83%	5.83%	3.87%	4.24%	5.08%	4.27%	4.02%	6.81%	100.00%

When looking into the reasons for attendances at A&E for the Lincoln City South neighbourhood team in 2018/19, gained from the coding in Hospital Episode Statistics found that 16.8% of all attendances were either classed as "disease not classifiable" or "blank"

When removing these, the top ten reasons for attendances were:

Classification	Attendances
Dislocation/fracture/joint injury/amputation	8.44%
Contusion/abrasion	8.40%
Sprain/ligament injury	7.41%
Nothing abnormal detected	7.20%
Respiratory conditions - other non-asthma	6.24%
Laceration	5.57%
Cardiac conditions - other non-ischaemia	5.34%
Gastrointestinal conditions	5.03%
Urological conditions (inc cystitis)	4.25%
Head injury	3.13%

## Hospital Admissions

In 2018/19 there were 15,820 admissions into hospital for people registered to the Lincoln City South neighbourhood team. 8,807 admissions (55.7%) were elective compared to 7,013 being emergency (44.3%).

The top 5 hospital provider admissions in the Lincoln City South neighbourhood team are:

Hospital	Attendances
United Lincolnshire Hospital Trust	84.57%
Nottingham University Hospital Trust	4.07%
BMI The Lincoln Hospital	1.48%
Sherwood Forest Hospitals NHS Foundation Trust	1.37%
University Hospital Leicester NHS Trust	0.91%

## Deaths

During 2018-19 there were 595 deaths in people registered to the Lincoln City South neighbourhood team.

The following table shows the breakdown of where each death took place

Place of deaths	Lincoln City South	Lincolnshire
Hospital	36.97%	36.14%
Care Home	32.61%	26.34%
Home	25.38%	31.50%
Hospice	5.04%	5.46%
Other communal establishments	0.00%	0.54%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

The most occurring underlying causes of death were Ischaemic heart disease (9.75%), dementia (8.91%), lung Cancer (6.72%), cerebrovascular diseases (6.72%) and other heart diseases (6.39%).

## Sources

*ONS mid-year population Estimates (2018)*

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2018>

*Quality and Outcomes Framework (2018/19), NHS Digital*

<https://digital.nhs.uk/data-and-information/publications/statistical/quality-and-outcomes-framework-achievement-prevalence-and-exceptions-data/2018-19-pas>

*Global Burden of disease (2017)*

<https://vizhub.healthdata.org/gbd-compare/>

*NHS Digital (2019), Births – Civil Registration– non-publically available*

*NHS Digital (2019), Primary Care Mortality Data – Civil Registration– non-publically available*

*Hospital Episode Statistics (HES) Copyright © 2019, Re-used with the permission of The Health and Social Care Information Centre. All rights reserved – non-publically available*

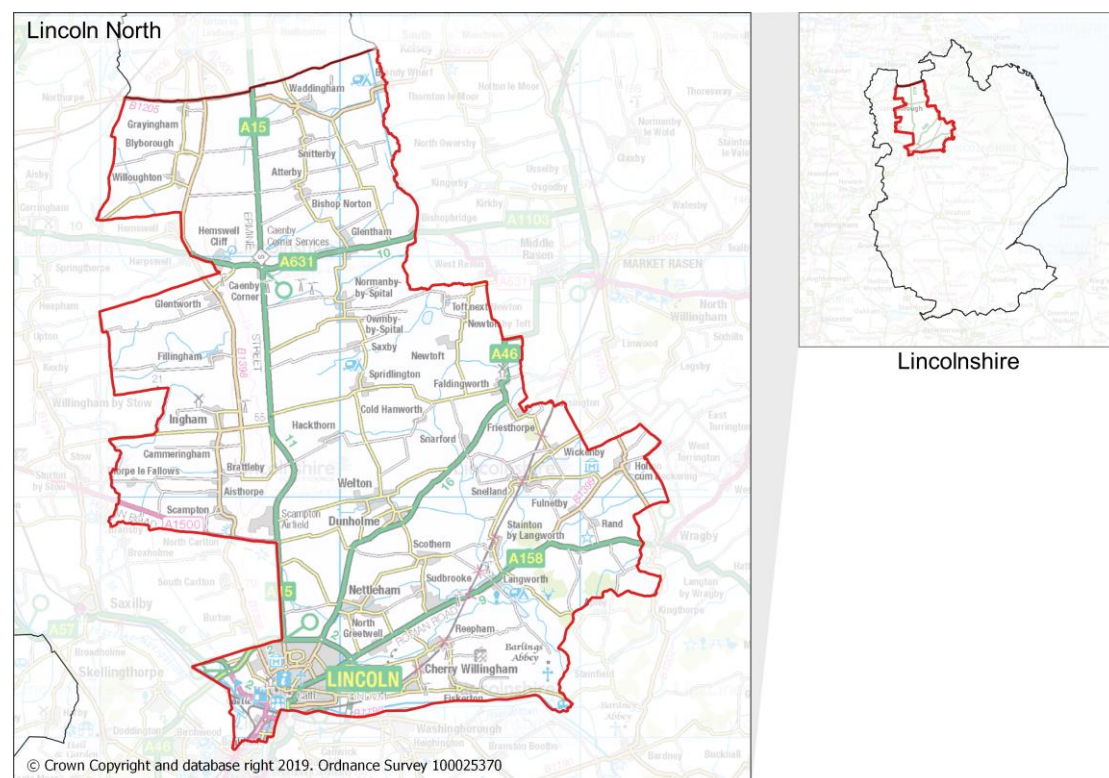


# **Lincoln North Neighbourhood Team 2019-20 Profile**

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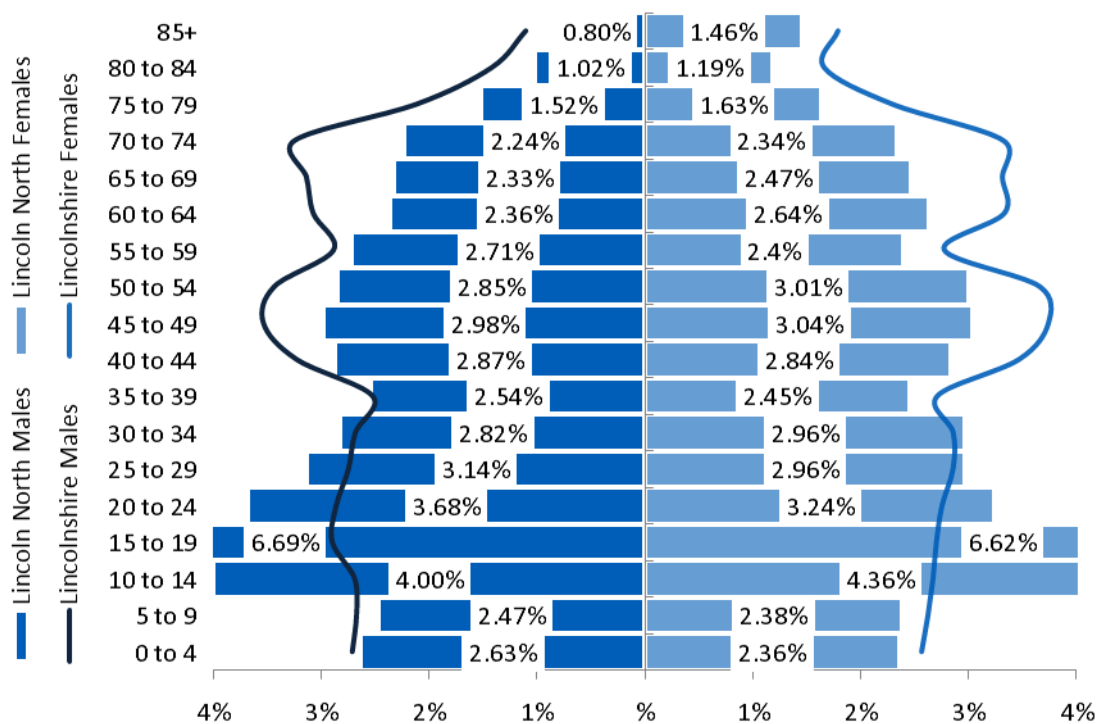
## Geography



**Produced by:** Public Health Intelligence Team, January 2020, please contact us at:  
[PH\\_Intelligence@lincolnshire.gov.uk](mailto:PH_Intelligence@lincolnshire.gov.uk)

# Population and demographics

Lincoln North neighbourhood team is made up of 10 GP practices (Abbey Medical Practice, Brayford Medical Practice, Cliff House Medical Practice, Glebe Park Surgery, Lindum Medical Practice, Minster Medical Practice, Nettleham Medical Practice, The Ingham Surgery, University Health Centre and Welton Family Health Centre). In 2018-19 there were 81,466 patients registered to the Lincoln North neighbourhood team covering an area of 43 lower super output areas (LSOA)



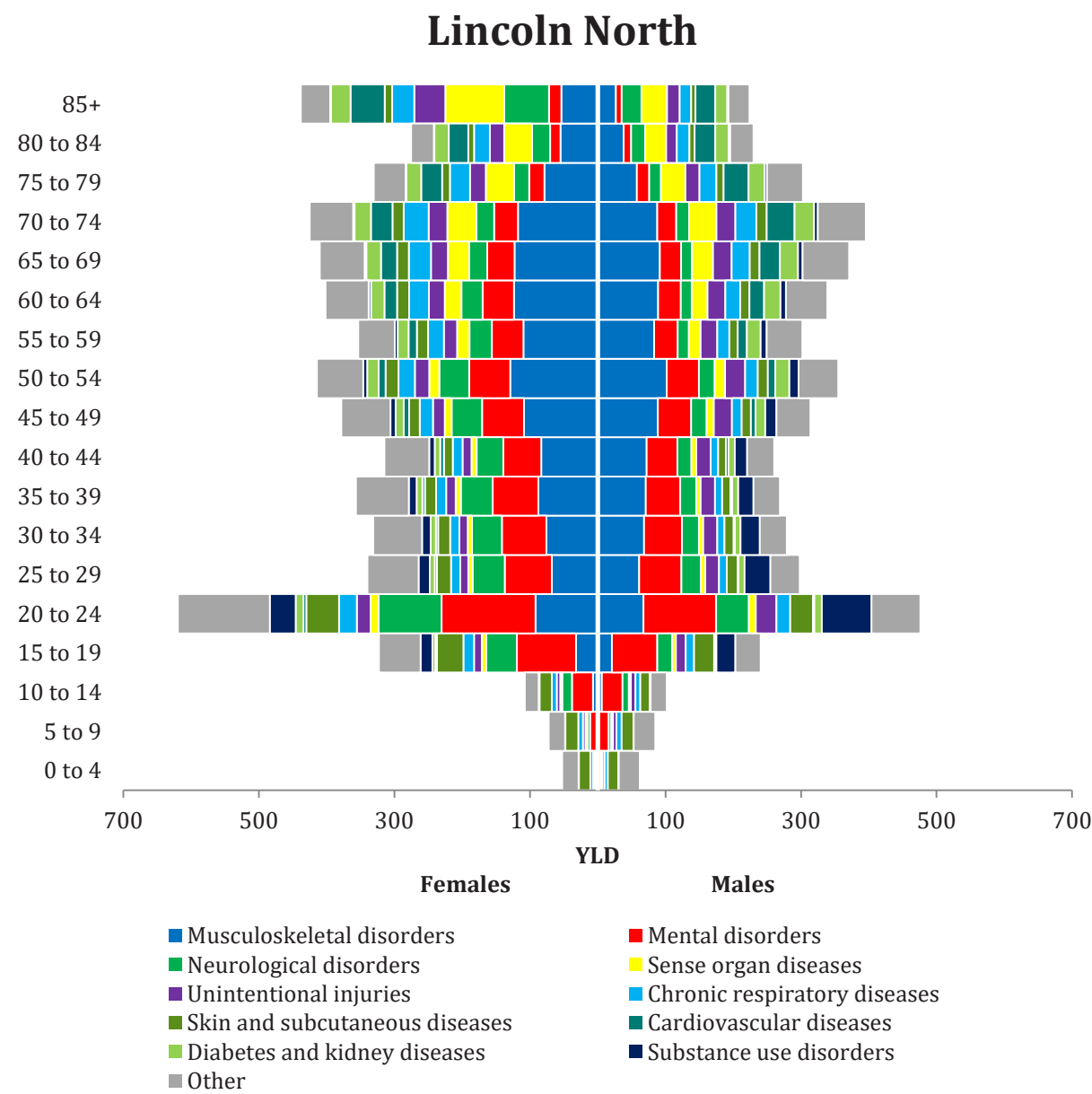
# Disease Prevalence

Using the Quality and Outcome Framework (QOF) register, we can identify the number of people on each disease register at their GP.

Disease	Lincoln North	England
Atrial Fibrillation	1,571 (1.93%)	1.98%
Coronary Heart Disease	2,430 (2.98%)	3.10%
Cardiovascular Disease PP	478 (1.19%)	1.14%
Heart Failure	947 (1.16%)	0.93%
Hypertension	9,894 (12.14%)	13.96%
Peripheral Artery Disease	446 (0.55%)	0.60%
Stroke and Transient Ischaemic Attack	1,311 (1.61%)	1.77%
Asthma	5,229 (6.42%)	6.05%
COPD	1,378 (1.69%)	1.93%
Obesity	6,934 (10.31%)	10.12%
Cancer	2,410 (2.96%)	2.98%
Chronic Kidney Disease	3,277 (4.87%)	4.09%
Diabetes	3,932 (5.79%)	6.93%
Palliative Care	364 (0.45%)	0.40%
Dementia	534 (0.66%)	0.78%
Depression	8,193 (12.18%)	10.74%
Epilepsy	524 (0.78%)	0.79%
Learning Difficulties	462 (0.57%)	0.50%
Mental Health	821 (1.01%)	0.96%
Osteoporosis	304 (1.15%)	0.79%
Rheumatoid Arthritis	419 (0.63%)	0.76%

# Lincoln North Burden of Disease

Using the Lincolnshire Burden of Disease this is the modelled profile of the Lincoln North neighbourhood teams Burden of Disease. Years lived with disability (YLD) are defined as years of life lived with any short-term or long-term health loss. (IHME 2017). In the Lincoln North Neighbourhood Team the biggest driver of years lived with disability is musculoskeletal conditions.



# A&E Attendance

In 2018/19 there were 20,980 attendances in an A&E department attributed to the Lincoln North neighbourhood team. Just over 45% of attendances ended up with the attendee being discharged with no follow up treatment required, however just over 22% of attendances resulted in an admission to a hospital bed.

Disposal Outcome	Lincoln North	Lincolnshire
Discharged – did not require any follow-up treatment	45.49%	37.91%
Admitted to hospital bed	22.29%	21.55%
Discharged – follow-up treatment to be provided by general practitioner	12.64%	21.10%
Referred to fracture clinic	7.20%	5.55%
Left department before being treated	5.62%	2.93%
Referred to other outpatient clinic	2.52%	2.50%
Transferred to other healthcare provider	1.58%	1.64%
Referred to other healthcare professional	0.87%	1.38%
Not known	0.68%	0.55%
Referred to A&E clinic	0.55%	3.75%
Other	0.42%	0.92%
Died in department	0.13%	0.13%
Left department having refused treatment	0.02%	0.07%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

The following heat chart show the most common combinations of attendee age, and attendee arrival time at A&E for the Lincoln North neighbourhood team. Most attendances were seen between 08:00 and 20:00 and the most likely age groups to attend being 20-24 years

	0-4	5-9	10-14	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85+	Grand Total
00:00-00:59	0.20%	0.06%	0.03%	0.24%	0.41%	0.20%	0.16%	0.13%	0.11%	0.11%	0.14%	0.10%	0.07%	0.07%	0.09%	0.04%	0.07%	0.13%	2.36%
01:00-01:59	0.16%	0.04%	0.02%	0.25%	0.36%	0.22%	0.10%	0.12%	0.10%	0.09%	0.12%	0.10%	0.04%	0.06%	0.08%	0.06%	0.09%	0.10%	2.13%
02:00-02:59	0.06%	0.03%	0.00%	0.26%	0.38%	0.19%	0.12%	0.10%	0.06%	0.05%	0.10%	0.09%	0.03%	0.06%	0.05%	0.06%	0.08%	0.12%	1.84%
03:00-03:59	0.06%	0.02%	0.02%	0.21%	0.41%	0.15%	0.10%	0.14%	0.08%	0.05%	0.07%	0.10%	0.03%	0.08%	0.06%	0.06%	0.04%	0.09%	1.76%
04:00-04:59	0.09%	0.02%	0.01%	0.16%	0.25%	0.17%	0.11%	0.10%	0.06%	0.06%	0.08%	0.10%	0.06%	0.08%	0.06%	0.07%	0.05%	0.09%	1.61%
05:00-05:59	0.07%	0.02%	0.02%	0.18%	0.31%	0.17%	0.11%	0.06%	0.08%	0.06%	0.06%	0.06%	0.04%	0.05%	0.09%	0.09%	0.11%	0.21%	1.78%
06:00-06:59	0.09%	0.02%	0.02%	0.12%	0.20%	0.09%	0.09%	0.05%	0.09%	0.07%	0.07%	0.10%	0.06%	0.08%	0.04%	0.10%	0.06%	0.14%	1.47%
07:00-07:59	0.15%	0.05%	0.08%	0.10%	0.24%	0.12%	0.13%	0.14%	0.10%	0.14%	0.15%	0.09%	0.11%	0.07%	0.10%	0.09%	0.06%	0.09%	2.02%
08:00-08:59	0.17%	0.10%	0.22%	0.25%	0.38%	0.27%	0.24%	0.18%	0.22%	0.28%	0.27%	0.25%	0.15%	0.16%	0.16%	0.19%	0.17%	0.20%	3.85%
09:00-09:59	0.25%	0.20%	0.35%	0.39%	0.58%	0.37%	0.31%	0.37%	0.23%	0.27%	0.32%	0.34%	0.26%	0.32%	0.22%	0.28%	0.20%	0.27%	5.53%
10:00-10:59	0.34%	0.22%	0.24%	0.35%	0.64%	0.37%	0.45%	0.37%	0.27%	0.26%	0.34%	0.26%	0.31%	0.33%	0.40%	0.30%	0.33%	0.38%	6.18%
11:00-11:59	0.31%	0.19%	0.32%	0.40%	0.67%	0.36%	0.33%	0.32%	0.18%	0.27%	0.32%	0.33%	0.29%	0.29%	0.28%	0.21%	0.35%	0.42%	5.84%
12:00-12:59	0.32%	0.19%	0.27%	0.40%	0.64%	0.42%	0.34%	0.30%	0.30%	0.33%	0.43%	0.36%	0.32%	0.31%	0.34%	0.27%	0.29%	0.43%	6.29%
13:00-13:59	0.36%	0.24%	0.29%	0.56%	0.71%	0.39%	0.41%	0.35%	0.29%	0.27%	0.24%	0.28%	0.21%	0.25%	0.29%	0.24%	0.23%	0.35%	5.96%
14:00-14:59	0.39%	0.20%	0.30%	0.51%	0.83%	0.37%	0.31%	0.36%	0.25%	0.27%	0.29%	0.35%	0.23%	0.25%	0.29%	0.27%	0.29%	0.45%	6.19%
15:00-15:59	0.32%	0.23%	0.27%	0.52%	0.79%	0.35%	0.34%	0.26%	0.27%	0.22%	0.27%	0.28%	0.20%	0.24%	0.28%	0.32%	0.22%	0.49%	5.88%
16:00-16:59	0.44%	0.29%	0.41%	0.46%	0.74%	0.33%	0.28%	0.36%	0.20%	0.33%	0.28%	0.31%	0.22%	0.24%	0.25%	0.30%	0.24%	0.42%	6.10%
17:00-17:59	0.41%	0.30%	0.27%	0.51%	0.76%	0.36%	0.39%	0.28%	0.27%	0.31%	0.27%	0.25%	0.23%	0.24%	0.15%	0.20%	0.22%	0.33%	5.75%
18:00-18:59	0.63%	0.31%	0.31%	0.45%	0.71%	0.44%	0.33%	0.28%	0.25%	0.23%	0.31%	0.27%	0.18%	0.18%	0.21%	0.20%	0.24%	0.41%	5.95%
19:00-19:59	0.60%	0.25%	0.34%	0.46%	0.69%	0.41%	0.42%	0.18%	0.22%	0.24%	0.20%	0.21%	0.14%	0.18%	0.19%	0.15%	0.15%	0.33%	5.37%
20:00-20:59	0.43%	0.21%	0.24%	0.47%	0.61%	0.40%	0.29%	0.23%	0.25%	0.17%	0.20%	0.14%	0.11%	0.13%	0.15%	0.14%	0.15%	0.18%	4.51%
21:00-21:59	0.40%	0.20%	0.18%	0.50%	0.65%	0.46%	0.31%	0.21%	0.20%	0.22%	0.19%	0.16%	0.13%	0.12%	0.13%	0.13%	0.11%	0.23%	4.54%
22:00-22:59	0.32%	0.10%	0.09%	0.47%	0.69%	0.27%	0.29%	0.23%	0.19%	0.15%	0.20%	0.15%	0.09%	0.11%	0.12%	0.13%	0.07%	0.18%	3.84%
23:00-23:59	0.30%	0.07%	0.09%	0.36%	0.61%	0.27%	0.27%	0.18%	0.13%	0.10%	0.13%	0.11%	0.08%	0.10%	0.10%	0.11%	0.08%	0.13%	3.23%
Grand Total	6.89%	3.57%	4.39%	8.59%	13.27%	7.14%	6.23%	5.30%	4.41%	4.55%	5.05%	4.80%	3.59%	3.98%	4.13%	3.99%	3.92%	6.19%	100.00%

When looking into the reason for attendances at A&E for the Lincoln North neighbourhood team in 2018/19, gained from the coding in Hospital Episode Statistics found that 17.7% of all attendances were either classed as "disease not classifiable" or "blank"

When removing these, the top ten reason for attendances were:

Classification	Attendances
Contusion/abrasion	8.20%
Sprain/ligament injury	7.83%
Dislocation/fracture/joint injury/amputation	7.81%
Nothing abnormal detected	6.75%
Respiratory conditions - other non-asthma	5.54%
Laceration	5.31%
Gastrointestinal conditions	4.62%
Cardiac conditions - other non-ischaemia	4.57%
Urological conditions (inc cystitis)	4.40%
Head injury	3.21%

## Hospital Admissions

In 2018/19 there were 19,732 admissions into hospital for people registered to the Lincoln North neighbourhood team. 10,955 admissions (55.5%) were elective compared to 8,777 being emergency (44.5%).

The top 5 hospital provider admissions in the Lincoln North neighbourhood team are:

Hospital	Attendances
United Lincolnshire Hospital Trust	81.53%
Nottingham University Hospital Trust	4.42%
BMI The Lincoln Hospital	1.64%
Sherwood Forest Hospitals NHS Foundation Trust	1.46%
University Hospital Leicester NHS Trust	1.16%

## Deaths

During 2018-19 there were 586 deaths in people registered to the Lincoln North neighbourhood team.

The following table shows the breakdown of where each death took place

Place of deaths	Lincoln North	Lincolnshire
Hospital	36.97%	36.14%
Home	32.61%	26.34%
Care Home	25.38%	31.50%
Other communal establishments	5.80%	5.46%
Hospice	4.61%	0.54%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

The most occurring underlying causes of death were Ischaemic heart disease (9.73%), dementia (8.70%), cerebrovascular diseases (7.51%), other heart diseases (5.63%) and COPD (5.12%).

## Sources

*ONS mid-year population Estimates (2018)*

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2018>

*Quality and Outcomes Framework (2018/19), NHS Digital*

<https://digital.nhs.uk/data-and-information/publications/statistical/quality-and-outcomes-framework-achievement-prevalence-and-exceptions-data/2018-19-pas>

*Global Burden of disease (2017)*

<https://vizhub.healthdata.org/gbd-compare/>

*NHS Digital (2019), Births – Civil Registration– non-publicly available*

*NHS Digital (2019), Primary Care Mortality Data – Civil Registration– non-publicly available*

*Hospital Episode Statistics (HES) Copyright © 2019, Re-used with the permission of The Health and Social Care Information Centre. All rights reserved – non-publicly available*



**SUBJECT: FIRE SAFETY UPDATE**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: MARTIN KERRIGAN (FIRE SAFETY ASSURANCE MANAGER)**

## **1. Purpose of Report**

- 1.1 To update Performance Scrutiny Committee on City of Lincoln Council's (CoLC's) current position regarding Fire Safety to the Housing stock including High Rise Tower Blocks, Supported Housing Schemes and Low Risk blocks only.

## **2. Lincoln Tenants Panel (LTP) Consultation**

- 2.1 The Safety Assurance Team have been working on the quarterly return for the Regulator of Social Housing (ROSH) and collating other data for ROSH, along with ensuring to accommodate Lincolnshire Fire and Rescue with the recent fire safety audits.

LTP have been consulted (sent the report) and any comments received will be presented in the Performance Scrutiny Committee meeting.

## **3. Background**

- 3.1 The main legislation in terms of fire in England is 'The Regulatory Reform (Fire Safety) Order 2005', that puts a duty on the responsible person to undertake fire risk assessments and to ensure general fire precautions are undertaken.
- 3.2 In addition, following the fire at Grenfell Tower in 2017 various new pieces of legislation came into force including 'The Fire Safety Act 2021', 'The Fire Safety (England) Regulation 2022' and 'The Building Safety Act 2022', with additional requirements for the responsible person (COLC) to undertake regarding fire safety.

## **4. Progress to Compliance**

- 4.1 The position of Technical Officer (Fire Safety) within the Safety Assurance team is still vacant after numerous unsuccessful attempts at recruiting to the post. However, from January 2025, the existing Technical Support Officer will be acting up into the role for 12 months. Expressions of interest amongst the Housing Repair Service (HRS) workforce have also been sent out to see if additional training in both Asbestos and Fire would provide further resilience within the area.

The vacated Technical Officer Support post is currently being advertised for a 12-month fixed term contract.

- 4.2 A fire risk assessor was previously engaged to undertake Fire Risk Assessments (FRA's) of low-rise (general needs) properties to reduce the backlog of premises

with no FRA. This piece of work is now complete, and all the Housing stock (High Rise, Supported Housing Schemes and Low-Rise blocks) have a current FRA.

- 4.3 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
<b>Low Rise Blocks</b>	
<b>Area</b>	<b>Percentage with current FRA</b>
3. Ermine East	100.0
4. Ermine West	100.0
5. St Giles	100.0
6. Burton Road and Newport	100.0
7. City Centre	100.0
8. Tower and Stamp End	100.0
9. Birchwood	100.0
10. Hartsholme	100.0
11. Boultham	100.0
12. Bracebridge	100.0
Total Low Rise	100.0%

- 4.4 Actions from the FRA are currently being monitored in a monthly meeting and actioned as appropriate.
- 4.5 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 30/09/2023.
- 4.6 The work to produce the building safety case report is in progress with the report for Trent View in the final stages, and the reports for the other two high rise blocks planned to be completed by the end of the year.

The Building Safety Regulator (BSR) can call for the Building Safety Case Reports any time from 01 April 2024 at which point the Council will then have 28 days to submit the report.

No contact has been received from the BSR to date.

- 4.7 Fire Safety Audits by Lincolnshire Fire and Rescue were completed in November 2024 at the three high rise tower blocks. The outcome was positive, and they were all found to be broadly compliant.

The observations made by the Fire Service are being picked up by the Safety Assurance Team and will be monitored in the monthly meetings where the FRA actions are monitored.

- 4.8 Fire Safety Roadshows were completed in April 2024 at the three high rise blocks in order to engage with residents giving them fire safety information and to listen to any of concerns raised. Further Fire Safety Roadshows will be scheduled for 2025.

- 4.9 Fire Safety Audits were completed by the Safety Assurance Team across the Supported Housing schemes between August and October 2024. They were broadly compliant with reassurance that the building checks such as weekly fire alarm testing are being carried out and recorded by the on-site RO's and ROSS's within the Supported Housing Team.

The observations and action plan are being picked up by the Safety Assurance Team and will be monitored in the monthly meetings where the FRA actions are monitored.

- 4.10 The DHI Compliance report was completed and presented to Housing Scrutiny Sub-Committee in August 2024, this gave an update as to the COLC's position regarding building safety compliance in housing, the compliance report is going to be repeated for future/ ongoing performance monitoring.

- 4.11 Inspection of fire doors continues to ensure compliance with the Fire Safety (England) Regulations. From the regulations there is a requirement for the communal fire doors within the high-rise blocks to be inspected on a quarterly basis and flat front doors to be inspected on an annual basis by best endeavours. The inspections are being undertaken with communal doors next due for inspection in November 2024 and flat front doors next planned to be inspected in February 2025 with letters being sent out to residents for access.

Inspections are being undertaken at the supported housing schemes with quarterly inspections of the communal fire doors however no flat front doors have been inspected as part of the programme in 2024, these have been planned in to be inspected in February 2025 with the high rise flat front doors.

Inspections of the low-rise communal fire doors have commenced; however, high rise and supported housing schemes have continued to take a higher priority, and progress is slower than expected.

- 4.12 As part of the resident engagement strategy a subgroup to the LTP has been created to form a fire safety/ building safety group. The group meets regularly, and a representative attended the fire safety audits to one of the supported housing schemes. More recently the group reviewed and inputted their comments to some fire safety information that is planned to be sent out to the tenants within the next few months.

## **5. Strategic Priorities**

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

The programme to undertake Fire Risk Assessment to all properties as necessary is ongoing and although the properties without a Fire Risk Assessment is currently at zero this is to be monitored moving forward and any FRA's to be reviewed/undertaken as and when required.

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

## **6. Organisational Impacts**

### **6.1 Finance**

Existing budgets are already in place for all planned preventative maintenance and statutory testing including any repairs arising.

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.

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

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

### **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**

COLC policies and procedures to be followed in relation to staffing and recruitment etc.

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

None.

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

None.

### **6.7 Corporate Health and Safety implications**

None.

**7. Risk Implications**

7.1 None compliance with legislation.

**8. Recommendation**

8.1 Members are asked to note the update on fire safety arrangements in the Council's 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  
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**PERFORMANCE SCRUTINY COMMITTEE****5 DECEMBER 2024**

**SUBJECT: WORK PROGRAMME FOR 2024/25**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: JESSICA CULLEN, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present members with the Performance Scrutiny Committee work programme for 2024/25 (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:** Jessica Cullen, Democratic Services Officer  
Email: [jessica.cullen@lincoln.gov.uk](mailto:jessica.cullen@lincoln.gov.uk)

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**23 May 2024**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Financial Performance (Detailed): Outturn 2023/24 Quarter 4	Laura Shipley	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2023/24 (Outturn)	Laura Shipley	Six Monthly Report Professional High Performing Services
Performance Monitoring Outturn 2023/24 Quarter 4	Graham Rose	Quarterly Report-Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 4	Jaclyn Gibson	Quarterly Report Professional High Performing Services

20 June 2024 CANCELLED

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2024-25 - Update	Democratic Services	Regular Report

**25 July 2024 (*Monitoring Overview*)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2024-25 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing Inequality DEFERRED	Portfolio Holder	Annual Session Reducing Inequality
<b>Monitoring Items</b>		
Central Lincolnshire Local Plan Annual Report 2023/24 including Financial Update	Toby Forbes-Turner	Annual Report Let's Drive Economic Growth
Income/Arrears Monitoring report	Martin Walmsley	Annual Report <i>Professional High Performing Services</i>

## 15 August 2024 (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 2024-25 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Climate and Corporate Strategy (now includes Climate Change w.e.f 2025 report)	Portfolio Holder	Annual Session Professional High Performing Services
<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

26 September 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
Work Programme for 2024-25 – Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Reducing Inequality	Portfolio Holder	Annual Session
Portfolio Under Scrutiny Remarkable Place	Portfolio Holder	Annual Session
Portfolio Under Scrutiny- Climate Change	Kate Bell	Annual Session
Annual Report for Remarkable Place V2025 Theme	Simon Walters	Annual Report
Protecting Vulnerable People Update	Emily Holmes	Regular Report

14 November 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2024-25 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny - Customer Experience, Review and Resources	Portfolio Holder	Annual Session
Annual Complaints Report Update	Emily Holmes	Update Report
<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
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

5 December 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Work Programme for 2024-25 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Let's Deliver Quality Housing
<b>Monitoring Item(s)</b>		
Fire Safety Update	Matt Hillman	Annual Report

23 January 2025

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Procurement Act 2023/CPR's	Heather Carmichael/Carolyn Wheater	High Performing Services
OD Group and Workforce Strategy to Performance	Carolyn Wheater/Ali Thacker	Professional High Performing Services
Work Programme for 2024-25 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny – Inclusive Economic Growth	Portfolio Holder	Annual Session Let's Drive Economic Growth
Annual Scrutiny Report	Democratic Services	Annual Report



20 February 2025

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

13 March 2025

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Let's Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Targets for 2025/26	Graham Rose	Annual Report

**Portfolio Under Scrutiny Sessions**

Date	Portfolio
25 July 2024	Reducing Inequality
15 August 2024	Climate and Corporate Strategy
26 September 2024	Remarkable Place
14 November 2024	Customer Experience, Review and Resources
5 December 2024	Quality Housing
23 January 2025	Inclusive Economic Growth