

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 11 March 2024**
**6.00 pm**
**Committee Rooms 1 and 2,  
City Hall, Beaumont Fee,  
Lincoln, LN1 1DD**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Liz Bushell, Mark Storer and Loraine Woolley
Substitute member(s):	Councillors Adrianna McNulty and Emily Wood
Lincoln Tenants Panel member(s):	Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Mike Asher (Member of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP)
Officers attending:	Paula Burton, Democratic Services, Matthew Hillman, Michelle Hoyles, Amy Larder, Donna Lyons, Adam Oxley and Daren Turner

## A G E N D A

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

**Apologies for Absence:** Councillor Mark Storer

**34. Confirmation of Minutes - 2 November 2023**

RESOLVED that the minutes of the meeting held on 2 November 2023 be confirmed and signed by the Chair as a true record.

**35. Declarations of Interest**

No declarations of interest were received.

**36. Lincoln Tenants' Panel Annual Report**

Mick Barber, Chair of LTP updated Housing Scrutiny Sub Committee as follows:

Lincoln Tenants Panel had continued to maintain and introduce business activities through a mixture of face to face and virtual meetings. In addition to this, Lincoln Tenants Panel Chair had secured a place on the department for levelling up/housing and communities Social Housing Quality Resident's Panel.

Members of Lincoln Tenants Panel (LTP) provided an overview of the activities and achievements of the LTP for the period from December 2022 to December 2023:

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

- Contributed towards the development of the 30-year business plan.
- Contributed to the 30-year business plan estate regeneration work stream consultation.
- Contributed to the kitchen refurbishment programme choices.
- Continued to engage with the Repairs Service Managers to review schedule of repairs programme.
- Continued to engage with Investment to review the communal door replacement programme.
- Continued to carry out tenants' inspections for void properties.
- Continued to engage with tenancy services and to attend estate inspections.
- Continued in the development of the HRA Business Plan and Asset Management Strategy.
- Continued to carry out quarterly reviews to assess complaints and ASB processes and procedures.
- Reviewed and revised Lincoln Standards policy.
- Reviewed and revised Tenants Involvement Strategy action plan matrix.
- Reviewed and revised communal area policy.

- Reviewed annual performance and targets.
- Reviewed garage and rents.
- Monitored performance and challenged the council over issues.
- Worked with Tenancy Services to apply and secure ASB Accreditation status.
- Joined TPAS – Tenant Participation Advisory Service
- Attended HSSC meetings and represented tenants where possible.
- Attended fire safety engagement exercises delivered in partnership with Lincolnshire Fire & Rescue and City of Lincoln Council at Trent View.
- Attended training sessions delivered by TPAS and **Four Million Homes** programme (*funded by the Department for Levelling Up, Housing and Communities*).
- Attended ARCH conference.

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

- Complaints monitoring.
- Review of Tenant Involvement Strategy action plan matrix.
- Tenant inspection of void properties.
- Tenant estate inspections.
- Performance monitoring.
- Implementation of Tenant Satisfaction Measures.
- Review of tenancy services complaints.
- Review of ASB related complaints.
- Continual review of ASB accreditation recommendations.
- Continual review of schedule of repairs.
- Continue to review communal door investment programme.
- Review of tenancy agreement.
- Review of pet policy.
- Review of rechargeable repair policy.
- Arrange for TPAS to deliver bespoke training programme.

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

RESOLVED that the content of the report be noted.

### 37. **Aids and Adaptations Policy**

Amy Larder, Interim Maintenance Manager:

- a) presented a report to provide information and guidance on our Aids and Adaptations service, providing clarity for service providers and users, and to seek approval for the introduction of the Aids and Adaptations Policy attached at Appendix A
- b) reported that the policy identified regulatory requirements, who was eligible to use the service, and types of adaptations that could be provided through the service, together with the approvals process and timescales for approved works

- c) described the key aims of the policy to enable the provision of a high quality and cost-effective adaptations service to assist those in need of adaptations to make informed choices about their housing options, raise awareness of the service and identify our approach in handling requests for adaptations
- d) advised that the City of Lincoln Council offered tenants permanent and temporary adaptations to their homes to ensure their homes remained suitable for their individual needs, working with partners and agencies, including Lincolnshire County Council to provide adaptations to our housing stock
- e) highlighted that within the last financial year 2022/2023 we received 221 referrals for adaptation to properties, 95 of those referrals were for major adaptations to our properties, including wet room installations
- f) emphasised that the Council was committed to ensuring council tenants and their immediate family who had a disability could as far as possible continue to live safely and independently and be able to carry out day to day activities
- g) described in further detail the contents of the aids and adaptations policy, which identified the regulatory and legal framework for who was considered for the policy, covering the following main topic areas:
  - Minor Adaptations
  - Major Adaptations
  - Referral Areas
  - Approval
  - Funding
  - Performance Monitoring
  - Communications
- h) requested agreement for implementation of the policy for Aids and Adaptations to provide clarity and to communicate the policy as identified in section 4.9 of the officer's report

Members discussed the content of the report in further detail.

The following questions/comments emerged from the discussions held:

- Question: Was it possible for items such as lever operated water taps and handrails on both sides of internal staircases to be installed as standard in council dwellings?
- Response: A new tap design was in the process of being sourced, however, lever taps were specifically designed to an individual's medical needs and could not be installed as standard. The standard issue was for one handrail to be installed, however, bespoke rails were also added to dwellings to suit individual medical needs.
- Comment: It would be helpful to include the availability of aids and adaptations in the Tenancy Agreement so that residents knew there was an option to offer assistance in later life.

RESOLVED that the policy for Aids and Adaptations, including communication as identified in section 4.9 of the officer's report be agreed and progressed to Executive for formal approval.

### 38. Allocations Breakdown April-December 2023

Alison Timmins, Acting Assistant Director, Housing Management:

- a) provided statistical data relating to the allocation of Council accommodation at the end of Quarter 3, April-December 2023 for member's information
- b) highlighted that:
  - With respect to lettings by band, the Council was required to ensure that any household who was homeless or threatened with homelessness was prioritised for accommodation.
  - In addition, the Council held a quota for transfer applicants to move into more suitable accommodation that met their changing needs. The target for transfers was 25% of all lettings, we were looking to increase the number of properties advertised with preference to transfers in quarter 4, to remain on target to ensure that we met local needs and Government priorities.
- c) advised that during April-December 2023, the Council allocated 410 properties, listed within her breakdown of figures by type of applicant and branding to which successful bids were made
- d) also listed further analysis of allocations by property type
- e) noted that the majority of properties allocated were flats and that the supply of houses, particularly large houses, continued to be in short supply
- f) invited members comments on the content of the report

Members discussed the content of the report in further detail.

The following comments/questions from members were responded to as follows:

Question: Of the 2,020 people currently on the housing register list, what percentage was added to by homeless people?

Response: The officer would investigate further and respond to members via e mail.

Question: Did homeless people include 'rough sleepers' and 'sofa surfers'?

Response: Yes, anyone with unsatisfactory housing including sofa surfers were included if they made a homeless application. Additional support was offered to rough sleepers with government funding, however, they were not offered any different housing proposal and treated the same as others on the housing register.

Question: Why didn't the Council build more bungalows to release larger houses for families?

Response: This was an option, however, bungalows tended to need a larger footprint and were more expensive to build.

Question: Were those people in temporary accommodation included in the number of people on the housing register?

Response: Yes. There were 60-70 households in temporary accommodation. Approximately 20 families were staying in hotels/bed and breakfast accommodation. Even if a homeless application had been submitted, an application to go on the housing register must also be made.

Question: People were able to register as homeless 56 days before they officially became homeless. Of these 60-70 households in temporary accommodation, how many struggled to find a property and were living in hotels/bed and breakfast accommodation?

Response: There was a constant turnover in available accommodation which included private sector housing, people moving away or going to live with relatives.

Question: Was it possible to use units similar to those being utilised at RAF Scampton?

Response: The Housing Department were looking at a range of options for temporary accommodation, however, this would have to be a last resort, being in a worst case scenario than the present situation.

Question: Was there an option to use existing buildings such as the former West Parade Police Station and Unity Square to convert into accommodation?

Response: The Housing Authority was tied by planning restrictions and some vendors potentially not always wishing to sell properties for this type of accommodation. Some buildings were not appropriate for change of use having too many shared areas for conversion to suitable accommodation. The government issued a consultation paper earlier today on changes to local allocation policy. We would wait to see what this consultation brought to the table.

RESOLVED that the content of the report be noted.

### **39. Estate Inspections- Feedback Process**

Paula Burton, Acting Assistant Director, Housing Management:

- a) provided information to Housing Scrutiny Sub Committee as to how feedback was given about issues raised during annual estate inspections
- b) advised that each year a programme of Estate Inspections was carried out by Officers from Tenancy Services, Members and representatives from Lincoln Tenant's Panel (LTP); in 2023 there was also the addition of officers from the Investment Team and Housing Repairs Service
- c) highlighted that questions had been raised through Housing Scrutiny Sub Committee and Lincoln Tenants Panel about the process for providing feedback to members and tenants regarding progress on identified work
- d) stated that much of the information was recorded on spreadsheets as the current IT system could not specifically record issues raised during inspections, and due to the number logged it would be very time consuming for officers to check manually whether the job had been completed or was in progress

- e) proposed an alternative opportunity with the implementation of a new IT system to enable the process for estate inspections to be fully recorded, to allow actions to be easily identified and reported
- f) referred to the opportunity for greater involvement of LTP members in the monitoring process, subject to consultation with LTP, taking the form of a sub-group focussed on checking outcomes
- g) offered a commitment to provide feedback to all Members on any issue raised at estate inspections for their area within 8 weeks of it being completed, also a report into Housing Scrutiny Sub Committee on the number of estate inspections completed, works raised, progress on completion dates and confirmation that Members had been provided with information relevant to their area
- h) added that clear information would be provided on whether works identified would be progressed individually or as part of Estate Regeneration programmes
- i) requested Member's feedback on the content of the report.

Members discussed the content of the report in further detail.

The following questions/comments emerged from the discussions held:

Comment: Members of LTP expressed their disappointment that figures were not currently available, however, they looked forward to the implementation of a new IT system moving forward in a positive format with information on issues raised at estate inspections.

Comment: Members offered thanks to senior officers for their presence on the housing ward walks which made a huge difference, there were however still lengthy outstanding issues.

Question: When would the IT upgrade be implemented to enable estate inspection to be recorded?

Response: This would be between May-June 2024. Long term asset investment would commence later in September 2024. We must address previous missed opportunities from estate inspections conducted and the improved technology would assist, alongside making staff more accountable in attending call-outs. There had been numerous staffing vacancies recently which had not helped, however, these posts were now filled. A senior officer would be present at each estate inspection and would carry out an audit of what happened the previous year. We were in a stronger position moving forward to provide meaningful reports.

Question: How many estate inspections would be held each year. Engagement with tenants was very important.

Response: There would be one estate inspection and a follow-up conducted by estate officers 6-7 weeks later. Officers would endeavour to give as much prior notice of the dates to Members.

Comment: Tenants came out of their homes to talk during estate inspections, often providing valuable information for officers.



RESOLVED that:

1. The content of the report be noted.
2. The proposal for Members to receive feedback on the outcome of estate inspections completed in their areas within 8 weeks be agreed.
3. The outcomes of future estate inspections be reported annually and programmed into Housing Scrutiny Sub Committee future work programmes.

**40. Work of Tenancy Sustainability Team**

Paula Burton, Acting Assistant Director, Housing Management:

- a) provided a report to update Members regarding the current position in regard to tenancy sustainment within Tenancy Services
- b) highlighted that sustainment of tenancies and keeping people in their homes was a key priority for the City of Lincoln Council (CoLC), with benefits for our tenants and for us as a landlord in terms of reduced void costs, reduced income loss and decreased management costs, together with benefit to the General Fund as tenant's facing eviction were likely to apply for rehousing or assistance via the Homelessness Team
- c) reported that since the introduction of the Welfare Reform Act in 2012 tenants had faced challenges to their income such as introduction of the 'spare room subsidy', benefit cap, Universal Credit, and Personal Independence Payments
- d) added that the Pandemic in 2019, had led to a further erosion of income, not only for those on benefits, but also for those who worked full time who had seen a continued erosion of available income due to the cost-of-living crisis
- e) reported that in April 2022, Tenancy Services introduced three Housing Officers on two-year contracts, dedicated to working on our sustainment objectives to address these issues up to March 2024
- f) explained the four phases covered within the pilot Tenancy Sustainment Team and an analysis of how the project had performed against each phase at paragraphs 3 and 4 of the officers report
- g) advised that since April 2022, the team had only been fully resourced for 20% of the project; recruitment had proved difficult and when appointments had occurred, staff retention had again proved challenging due to the temporary nature of the contract
- h) emphasised that this had impacted on the service available to customers in curtailing substantial portions of its pro-active work to solely focus on income related activities which was the strength of the current Tenancy Support Team member
- i) reported that the existing Tenancy Sustainment Officer post would be extended by 6 months up to 30 September 2024

- j) advised that the Tenancy Support Team service would be reviewed and opportunities to improve overall effective sustainability of tenancies be actioned
- k) highlighted changes to the system to allow better reporting of cases and the ability to measure whether behaviour had changed as a result of interaction with the service moving forward
- l) requested Members feedback on the content of the report.

Members discussed the content of the report in further detail.

The following questions/comments emerged from discussions held:

Question: Reference was made to the Void Support Team being able to offer a considerable proportion of 'Phase 1: pre-tenancy support for vulnerable tenants' with additional training and asked whether additional staff would be required?

Response: The support would be carried out by the Voids Admin Team and not the workforce. Some of the workload was already undertaken by the Welfare Support Team together with a degree of overlap with other services. There would be a rethink of other approaches for providing sustainability support through collaboration with other sources and different mechanisms to working effectively.

RESOLVED that the contents of the report including an update on the work completed by the Tenancy Support Team be noted.

#### **41. Review of Empty Garages**

Paula Burton, Acting Assistant Director, Housing Management:

- a) presented a report to update Housing Scrutiny Sub Committee on the number of empty garages and subsequent loss of income resulting from this
- b) reported that the Council's Housing Revenue Account Business Plan, approved by Executive in November 2023, set out the long-term income and expenditure plans for delivery of council housing and assets in the city over the next thirty years
- c) explained that:
  - The Council owned 1,134 purpose-built garages situated within 88 garage sites, with an additional 16 garage plot sites.
  - The majority of the garage stock was constructed more than 40 years ago. These garages were designed for cars which were often smaller than the average car today.
  - Car usage had also changed over time with many households requiring additional parking facilities for multiple cars.
  - Our current provision of garages was not always the best solution to resolve parking issues in our estates.
- d) reported on current garage usage as follows:
  - 775 of the garages were tenanted amounting to 68% of stock,

- 72 garages were available to let, 15 of which were in the process of signing new tenancies
  - 204 garages required repairs
  - 83 were unavailable to let
  - This had resulted in a void loss of £165,099 from April to December 2023
- e) highlighted the reasons for garages remaining void this year due to a lack of need on some sites or major works being required, with a decision to be made as to whether repairs were financially viable or whether disposal or alternative use for the sites should be considered
- f) advised that a Working Group had been in place for the last year exploring options available for garage stock
- g) outlined the potential alternative options identified by the Working Group available for each garage site, which fitted within the priorities of the HRA Business Plan and the Council's Vision priorities:
- Development of housing
  - Investment to provide better quality garages
  - Alternative parking provision
  - Change of use to provide community spaces such as play areas, green spaces etc
- h) advised that a revised Draft Garage Strategy/Action Plan would be circulated for information in due course following consultation with LTP Members and interested parties
- i) requested members feedback on the content of the report.

Members commented/asked questions in relation to the report as follows:

Comment: It was important to look at the marketing element of our existing garage stock, including availability of electrical points and cost effectiveness. Greater usage could reduce Anti-Social Behaviour.

Response: It was planned to include criteria for hire of available garage space at the time when people applied for a tenancy. There was also the potential to charge differing rent for residential/ private sector use.

Comment: There were a great deal of empty garages in good condition which could be re-let. Members in Birchwood Ward would be happy to conduct site visits with the Garage Officer in their area to identify garages fit for re-use. An advertising promotion for the garages would be useful.

Response: Officers had already completed this piece of work, although the Garage Officer would be happy to meet Birchwood councillors on site. We were looking at advertising garages using the same process as letting properties.

Comment: Could the remaining empty garages be given notice to be used for building houses?

Response: This was already being considered as part of the Garage Strategy process and also by the Strategy and Investment Team.

Comment: Different areas would involve different solutions.

Response: The Action Plan in the Draft Garage Strategy would offer a variable pricing policy. Marketing would also help.

Comment: Some residents parked their cars irresponsibly on grass verges/paths. Caged tree planting in some areas had helped.

Response: The Garden Strategy/Action Plan would look at differential pricing, aggregation, greening up of estate areas, leasing parking bay areas and carbon reduction. This review had revealed more information about garage stock than was ever known before. This involved a large piece of ongoing work.

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

#### **42. Housing 30-Year Business Plan: Summary of Initial Tenants' Consultation**

Paula Burton, Acting Assistant Director, Housing Management:

- a) presented to Housing Scrutiny Sub Committee the results of the recent tenants' consultation, linked to the Council's Housing Revenue Account 30-Year Business Plan
- b) reported that the Council's HRA Business Plan approved by Executive in November 2023 set out the long-term income and expenditure plans for delivery of council housing in the city over the next thirty years, and was developed in partnership with Savills
- c) advised that the Lincoln Tenants' Panel had been involved in development of the business plan since its inception during summer 2023, prior to seeking Executive approval for the business plan, the Council also undertook a wider consultation with tenants to seek their views on their local neighbourhoods
- d) concluded that this report briefed the Housing Scrutiny Sub-Committee on the Council's approach to the tenants' consultation, and summarised the responses received.

Members commented on the low response to the consultation at 4% which was disappointing, although it was encouraging to see a different type of approach.

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

#### **43. Review of the Pet Policy**

Paula Burton, Acting Assistant Director, Housing Management:

- a) presented information relating to impact on the Pet Policy following the recent changes to the Schedule of the Dangerous Dogs Act 1991, relating to XL Bully dogs
- b) explained that the Government added XL Bully dogs to the list of banned dogs on 31 December 2023, followed by the second part of the ban which came into force on 1 February 2024 which made it a criminal offence to own an XL Bully dog in England and Wales without a Certificate of Exemption

- c) referred to some City of Lincoln Council tenants who already had an XL Bully dog at their home, with a need to adopt a clear corporate policy position on the rules and responsibilities for our tenants
- d) advised that the current Pet Policy document required review in full to ensure it reflected all legislation, took into account the City of Lincoln Council's reasonable approach to keeping pets in properties and recent evidence relating to emotional support that animals could provide to tenants.

Members discussed the content of the report in further detail.

RESOLVED that:

- 1. The Pet Policy be reviewed in full to ensure it was up to date with legislation by 31 March 2024.
- 2. The council allowed current XL Bully owners to retain their pets, subject to them:
  - Obtaining permission from us to keep a pet
  - Meeting all Exemption criteria
  - Not allowing their pets to cause a nuisance.

#### **44. Tenancy Policy**

Paula Burton, Acting Assistant Director, Housing Management:

- a) presented at Appendix 1 to her report, the contents of the City of Lincoln Council's (CoLC's) Tenancy Policy for members consideration prior to its implementation and publication
- b) reported that it was a requirement under the Localism Act 2011 for each local authority to produce a Tenancy Strategy, also all Registered Providers must publish a Tenancy Policy that aligned with the Tenancy Strategy; the Council as a Registered Provider was required to produce and publish a Tenancy Policy
- c) advised that the Tenancy Policy specified the different types of tenancies, licences and non-secure tenancies to be granted to new and existing Council tenants and provided a framework for which tenancies the Council would grant and the exceptions to granting the most secure form of tenure
- d) highlighted that the policy ensured the tenancy granted was compatible with the purpose of the accommodation provided, considered the housing needs of individuals and households, sustainability of the community and made best use of housing stock
- e) referred to the main content of the policy which the following areas:
  - Introductory tenancies
  - Secure tenancies
  - Non-secure tenancies
  - The use of Licenses
  - The use of Demoted tenancies

- The use of Family Intervention tenancies
- Granting of joint tenancies, succession and assignments
- New tenancy process

f) requested members consideration of the Tenancy Policy prior to implementation and publication.

Members discussed the content of the report in further detail.

Members queried how many non-secure tenancies were in existence?

Officers advised that non-secure tenancies were given for a temporary period and therefore did not have the rights of secure tenancies. The number of non-secure tenancies would be reported back to members under separate cover.

RESOLVED that the Tenancy Policy be agreed and forwarded to Executive for approval prior to publication.

#### **45. Adi's Legacy/Hartsholme Community Garden**

Paula Burton, Acting Assistant Director, Housing Management:

- a. presented a report to update Housing Scrutiny Sub Committee regarding the request made by Adi's Legacy to lease the land to the rear of Hartsholme Shops, Morton Drive for them to manage and maintain as a community garden at a nil or peppercorn rental cost per annum
- b. advised that the land was owned by the Housing Revenue Account, as indicated in yellow at Appendix A (244m<sup>2</sup>)
- c. highlighted that due to historical anti-social behaviour, the land (and other land in the vicinity) was fenced off to prevent fly tipping, vandalism and people gathering and causing a nuisance to the shops and residents in the community
- d. reported that in September 2023, Adi's Legacy CIC approached the City of Lincoln Council and requested use of the land to create a community garden for public use in the city
- e. described Adi's Legacy (CIC):
  - A registered non-profit community interest company which provided a unique service to individuals across the city.
  - It catered to all in the community including those sleeping rough and those who had previously slept rough or living in hostel/temporary accommodation.
  - It supplied home packs, food and toiletry packs and also supported anyone in need of extra help.
  - Adi's Legacy pre-loved shop opened on 5 August 2023 and was situated at 72 Hemswell Avenue, Lincoln
- f. reported that Adi's Legacy's main aim was to bring the community together and create a safe multipurpose outdoor space for local residents to use, to help prevent loneliness and isolation and make a positive impact on those

living in the community; it aimed to involve the community in the upkeep of the area including gardening tasks, grass cutting and litter picking.

- g. stated that Adi's Legacy pre loved shop would supply drinks and snacks from the kitchen area of the shop free of charge; it currently offered hot drinks and breakfast snacks in the shop, and intended to use the utilities from the shop to provide electric for tools and water for the garden as needed
- h. advised that Adi's Legacy aimed to secure a formal lease for the land to enable them to bid for available funding to encourage community participation in looking after the garden, with assistance from volunteers already working for Adi's Legacy preloved shop and use the garden for events for the local community including barbecues, teddy bear picnics, family picnics, coffee and chat sessions, providing seating areas for all ages
- i. requested that members note the content of the report and support the granting by officers of a lease to Adi's Legacy at a peppercorn rent.

RESOLVED that the grant of lease of land to Adi's Legacy to the rear of Hartsholme Shops under delegated powers to officers at a peppercorn rent for a term of seven years or less, being terminable at the end of any year of lease or earlier should there be a breach of lease conditions be supported by members of Housing Scrutiny Sub Committee.

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

The Senior Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 2023/24 as detailed at Appendix A of the report
- a. advised that this was an opportunity for Committee to suggest other items to be included on the work programme.

RESOLVED that the content of the Work Programme for 2023/24 be noted.

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### **Lincoln Tenants Panel (LTP) Project Updates**

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

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

LTP continue to hold quarterly meetings to review service areas - The Complaints and ASB Review Group continue to implement recommendations and we have seen a positive impact on complaint processes and procedures. The Investment Working Groups – communal doors, kitchen and bathroom have recently attended a meeting with contractors and I am pleased to confirm we are on target with installations of kitchens/bathrooms/communal doors, and we have implemented a robust tenant journey ensuring we communicate on a regular basis. The working group have been tasked to create a satisfaction survey for current investment installations. The Schedule of Repairs (SOR) Working Group have again received positive information relating to performance with repair timescales and damp and mould procedures.

LTP continue to hold quarterly meetings with the Voids Team Leader reviewing void inspections and targets. We have increased the number of voids we are inspecting and I am pleased to confirm they have all, again surpassed our standards.

LTP have reviewed the following:

- 1) Caretaker Review for low and high rise
- 2) Tenancy agreement review
- 3) Pet Policy
- 4) Aids and Adaptations Policy

We have recently conducted a recruitment campaign and have recruited a new member who joined in January.

Thank you.

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**SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 3 – 2023/24**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: CORPORATE POLICY AND TRANSFORMATION TEAM**

## 1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub Committee a report on performance indicators for the Directorate of Housing and Investment, for Quarter 3 of 2023/24 (October – December).

## 2. Summary

- 2.1 Regular monitoring of the Council's performance is a key component of the Local Performance Management Framework and supports its ongoing commitment to continuous improvement of council services. This report provides an overview of the Council's performance against performance indicators monitored by the Directorate of Housing and Investment (DHI), and covers those measures related to the Council's responsibility as a landlord.
- 2.2 There are, in total, twenty-one performance indicators monitored by DHI and reported quarterly to the Housing Scrutiny Sub-Committee. An overview of performance for the third quarter of 2023/24, against these indicators, is attached as '**Appendix A**' to this report.

## 3. Overview of Quarter 3 Performance Indicators

- 3.1 Performance measures in '**Appendix A**' that are highlighted green are those performing at or above the agreed target. Measures shown highlighted amber are performing close to target, and those highlighted red are performing below target. Performance measures within '**Appendix A**' are grouped into categories, and for comparison purposes includes the previous year's outturn. '**Appendix A**' also summarises the overall performance against each measure for the current year to date.
- 3.2 During this third quarter, nine performance measures have met or exceeded their agreed target; five are performing close to target; six have performed below target; and one is volumetric. The following three measures are recorded throughout the year and measured at year end:
- The two measures that cumulatively record expenditure on maintenance and capital works; and
  - Measure 50, which records the proportion of non-decent homes and is currently exceeding target.

3.3 Sections 4 - 9 of this report highlights the key conclusions drawn from 'Appendix A'.

#### **4. Overview of performance indicators – Housing Repairs Service**

4.1 Since Quarter 2, there has been a small decrease in performance against measure '29A', which monitors the percentage of priority repairs carried out within 1-day time limit). There has also been a more significant drop in performance against measure '32' (percentage of urgent repairs carried out within 3-day time limit). This drop in performance is due to a range of factors, namely:

- The operational impact of Storm Babet, which saw a large number of tenants affected by flooding;
- The resulting need for the HRS team to temporarily set aside or reschedule some urgent repairs to give an effective response to tenants affected by flooding;
- A substantial increase in the total number of priority and urgent repairs reported compared with the same quarter in 2022/23. The Housing Repairs Service has made 8,275 priority and urgent repair appointments in 2023/24 to date; last year the number of appointments made over the same time frame was 5,509. Urgent and priority repair appointments have therefore increased by 50% in just 12 months. Vacancy data, and year on year increase in total number of repairs

4.2 Despite adverse weather events and demand for priority and urgent repairs increasing, the Housing Repairs Service continues to work with Customer Services to improve how repairs are categorised. Recent restructuring of operatives' workloads also aims to continue to provide more resources to tackle urgent plumbing issues.

4.3 Performance measure '33' relates to the average time taken to complete urgent repairs. For the same reasons as those set out in paragraph 4.1, performance against this measure has dropped slightly in Quarter 3. This measure however continues to perform significantly above target.

4.4 Gas safety inspections are undertaken by the Council's approved contractor. Performance against measure '48' relates to the percentage of properties with a valid gas safety certificate, and is currently performing close to target. Performance against the agreed target is reliant on tenants giving access to their homes to enable inspections to be carried out; in a small number of cases, such access is denied. Between the first and third quarters of the current year there has been a total of 93 properties where access has not been achieved. The team continues to identify ways to access these properties, with a view to improving performance against this measure.

#### **5. Overview of Performance Indicators – Voids and Decent Homes**

5.1 Performance measure '69' relates the percentage of rent lost by the Council due to dwellings being vacant. This measure currently remains out of target, however performance against this measure has nonetheless improved significantly since Quarter 3 of the previous year.

- 5.2 The average number of days taken to re-let a 'standard' void property, where no major works are required, has decreased by a further 2.05 days on the previous quarter. Measure '58' therefore continues to move increasingly closer to target. Between Quarter 2 and Quarter 3 there has also been a decrease of 4.11 days in the amount of time taken to re-let void properties where major works are necessary (measure '61'). The condition of void properties continues to be an issue, particularly in relation to cleansing. Efforts continue to inform tenants, prior to vacating, of the condition the Council expects properties to be in when they are handed back.
- 5.3 The number of voids in the system has continued to fall in Quarter 3 and is now more stable and manageable than in previous quarters. Significant efforts have also been made to re-let some longer-term voids that, due to the amount of time they have been vacant, have a disproportionate impact on this measure.
- 5.4 Performance measure '50' relates to the percentage of Council homes identified as not meeting the 'decent homes' standard and is a measure formally reported at year end. Performance during Quarter 3 has improved significantly since the beginning of the year and is now within target.

## **6. Overview of Performance Indicators - Rents**

- 6.1 Rental income up to the end of Quarter 3 stood at £24,244,929.28. This is slightly above target, and means the year-to-date amount of rent collected is more than 100% of the amount owed. The team has made significant progress with tenant arrears, and this quarter also includes rent paid by direct debit by tenants who have not taken advantage of the two rent free weeks they are entitled to over the festive period. This is of particular note given the impact the sustained cost-of-living crisis is having on tenants.
- 6.2 Rent arrears, as a percentage of rent debit, have reduced over Quarter 3 and are now within target. Mention figure (arrears), linked to the campaign work the team have undertaken and referred to in paragraph 6.1.

## **7. Overview of Performance Indicators – Antisocial Behaviour**

- 7.1 Both performance measures related to antisocial behaviour continue to perform significantly above target. Measure '89', which relates to the percentage of ASB cases closed that are resolved, is now nearing 99% and the average number of days taken to resolve ASB cases (measure '90') has also reduced by more than two days compared to the previous quarter.

## **8. Complaints and Calls to Customer Contact Centre (CCC)**

- 8.1 Meaningful progress has been made to improve response rates to formal complaints about DHI services. Performance measure 22, whilst still substantially below target, has improved gain in Quarter 3 due to ongoing enhancements to the directorate's complaints management process. Performance is anticipated to continue to improve as more long running complaints are resolved and legacy performance issues recede. The number of complaints received remains high, and the complaints response process continues to be monitored by the management teams to ensure quality and consistency of approach.

- 8.2 The new telephony system recently implemented in the Customer Contact Centre encountered some system outages during Quarter 3 which, when coupled with a growing range of complex calls and the response to Storm Babet, has resulted in a decline in performance over this quarter.
- 8.3 In Quarter 3 the average call wait time for housing calls was 543.16 seconds. This is a significant increase on Quarter 2 (332.42 seconds).

## **9. Finance**

- 9.1 Performance against two year-end measures are reported to the Housing Scrutiny Sub-Committee on a quarterly basis. At the end of Quarter 3, expenditure on responsive maintenance stood at 62.53% for the total annual budget, with an actual amount of £4,852,125. Expenditure on capital maintenance was 41.94%, amounting to £7,028,654.

## **10. Strategic Priorities**

- 10.1 The City of Lincoln Council's Vision 2025 priorities are:

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

This report relates primarily to 'Let's deliver quality housing.' Monitoring and reporting performance provides the means for the Council to assess its progress against this corporate priority and identify areas for improvement.

## **11. Organisational Impacts**

### **11.1 Finance**

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

The financial position of the HRA and HRS are continually monitored, with quarterly reports to Performance Scrutiny Committee and the Executive.

### **11.2 Legal Implications including Procurement Rules**

- 11.3 There are no legal implications arising from this report.

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

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

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

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

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

## **12. Risk Implications**

12.1 (i) Options Explored – Not applicable to this report.

12.2 (ii) Key Risks Associated with the Preferred Approach – Not applicable for this report.

## **13. Recommendation**

13.1 That Housing Scrutiny Sub-Committee reviews and comments on the content of this report and the performance information contained therein.

**Is this a key decision?**

No

**Do the exempt information categories apply?**

No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?**

No

**How many appendices does the report contain?**

One  
(Appendix A)

**List of Background Papers:**

None

**Lead Officer:**

Michelle Hoyles, Business Manager – Corporate  
Policy and Transformation  
[Michelle.hoyles@lincoln.gov.uk](mailto:Michelle.hoyles@lincoln.gov.uk)

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# LANDLORD SERVICES – PERFORMANCE 2023/24

## APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Rents</b>									
125B (RC1)	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)	100.46% (108.05%)			Rent collected YTD - £24,244,929.28
126 (RC2)	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%	2.86%			Current arrears - £933,515.17
<b>Voids</b>									
69 (HV1)	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)	1.13% (1.07%)			
58 (HV2)	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	41.97 (40.05)	41.10 (38.43)			Minor re-lets YTD - 247
61 (HV3)	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)	47.72 (45.50)			Minor & Major re-lets YTD - 370
<b>Allocations</b>									
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)	87.03% (91.59%)			
<b>Repairs (Housing Repairs Service)</b>									
29A (HM1a)	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)	99.45% (99.04%)			Priority Repairs completed – 3,252
32 (HM1b)	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)	89.49% (83.28%)			Urgent Repairs completed YTD – 4,700
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)	2.18 days (2.28)			
34 (HM2)	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)	93.40% (94.32%)			
37 (HM4)	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)	96.64% (96.24%)			Appointments Made YTD – 8,275  Appointments Kept YTD – 7,997

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Repairs (Aaron Services)</b>									
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)	100.00% (100%)			Priority Repairs completed – 3,086
<b>Decent Homes</b>									
50 (HI1)	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%	0.86%			Non-Decent Homes excl. refusals - 67
48 (HI3)	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)	98.29% (97.83%)			Number of properties not accessed within the deadline date YTD - 93
<b>Complaints</b>									
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)	32.51% (40.18%)			
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%	100.00%			
<b>ASB</b>									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)	98.97% (100%)			Number of ASB closed YTD - 193
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)	44.1 days (39.1)			
<b>Other</b>									
	Expenditure against target set for year – responsive maintenance	98.24%	100% (year-end target)	13.40%	28.75%	62.53%			Approved Budget - £7,759,770 Actuals YTD - £4,852,125 Projected Outturn - £7,862,834
	Expenditure against target set for year – capital programme	100.00%	100% (year-end target)	6.92%	30.47%	41.94%			Budget - £16,759,682 Actuals - £7,028,654 Projected Outturn - £16,759,682
<b>Customer Contact</b>									
	% of calls answered within 90 seconds	11.70%	80%	Data not available	33.7%	26.4%			In addition to pressure on the contact centre caused by Storm Babet, there

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
									were three instances in Quarter 3 when the telephone system would not allocate calls. These system faults resulted in CSAs being unable to answer calls despite seeing them queuing. In one of these instances the telephone system was shut down temporarily in order to fix the issue.

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**HOUSING SCRUTINY SUB COMMITTEE****11 MARCH 2024**

**SUBJECT: HOUSING FINANCIAL PERFORMANCE – QUARTERLY MONITORING**

**REPORT BY: CHIEF EXECUTIVE & TOWN CLERK**

**LEAD OFFICER: LAURA SHIPLEY, FINANCIAL SERVICES MANAGER**

## **1. Purpose of Report**

1.1. To present to Housing Scrutiny Sub Committee the third quarter's performance (up to 31st December), on the Council's:

- Housing Revenue Account
- Housing Repairs Service
- Housing Investment Programme

## **2. Executive Summary**

2.1. This report covers the Housing Revenue Account budgets and Investment Programmes for the current financial year.

2.2. While there are still a number of variables, which are subject to a level of uncertainty, based on the latest set of assumptions as at the end of the third quarter (up to 31st December) the forecast financial position of the Council for 2023/24 is:

<b>Revenue Accounts</b>	<b>2023/24</b>		
	<b>Budget</b>	<b>Forecast @</b>	<b>Variance</b>
	<b>£'000</b>	<b>Q3</b>	<b>@ Q3</b>
		<b>£'000</b>	<b>£'000</b>
Housing Revenue Account – Contribution (to)/from balances	59	73	14
Housing Repairs Service – (surplus)/deficit	0	552	552*

\*any HRS variance is repatriated to the HRA and as such included within the HRA balances above

<b>Capital Programmes</b>	<b>2023/24</b>		
	<b>Budget following Q2 Report</b>	<b>Revised Budget @</b>	<b>Movement @ Q3</b>
	<b>£'000</b>	<b>Q3</b>	
		<b>£'000</b>	<b>£'000</b>
Housing Investment Programme	16,862	16,120	(742)

Reserves & Balances	2023/24		
	Budgeted Balance @ 31/03/24 £'000	Forecast Balance @ 31/03/24 £'000	Forecast Movement £'000
Housing Revenue Account Balances	(1,126)	(1,111)	14
Housing Repairs Service Balances	0	0	0
HRA Earmarked Reserves	(3,510)	(3,467)	43

- 2.3. The detailed financial position is shown in sections 3-6 and accompanying appendices.

### 3. Housing Revenue Account

- 3.1. For 2023/24 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £58,930, resulting in an estimated level of general balances at the year-end of £1,125,517, after allowing for the 2022/23 outturn position.
- 3.2. The HRA is currently projecting a forecast overspend of £13,787, which would result in HRA balances of £1,111,730 as at the end of 2023/24, Appendix A of this report provides a forecast Housing Revenue Account Summary. This position maintains balances above the prudent minimum of c.£1m.
- 3.3. Although the forecast position is an overspend there are a number of significant variations in income and expenditure. Full details of the main variances are provided in the Appendix B, while the table below sets out the key variances:

<b>Housing Revenue Account Forecast year-end key variances:</b>	<b>Forecast £'000</b>
National Pay Award Settlement	126
Insurance Fund – Disrepairs Claims	148
Less:	
Increased Investment Interest	(791)
HRA Repairs Account	(298)
Additional Rental Income	(188)
<u>HRS Recharges:</u>	
Housing Repairs Service Overall Deficit Repatriation	552
HRS Repairs – increased Responsive and Aids & Adaptations jobs	524
HRS Repairs – reduced level of Voids and Cleansing jobs	(116)
Net Other Variances	16
<b>Overall forecast deficit/(surplus)</b>	<b>14</b>

- 3.4. The key variances are predominately driven by the impact of external economic factors, which far exceed the assumptions underpinning the MTFS. However, in

addition, the HRA and HRS continue to experience a number of other variances due to demand pressures and the ongoing recruitment and retention challenges.

3.5. The main variances, both positive and negative, cover:

- Pay award inflation pressure - the 2023/24 pay offer, made by the National Employers for Local Government Services earlier this year, was accepted by the Trade Unions on 31<sup>st</sup> October and was paid in December. The award reflects the higher of either, a flat rate increase of £1,925, or 3.5-3.8% to all employees, equivalent to a 9.4% increase for the lowest paid members of staff and with the majority of officers receiving pay rises above 5% for a second consecutive year.
- Insurance Fund – claims currently not funded from the insurance reserve, subject to outturn, predominantly driven by increasing levels of Disrepair Claims. Contributions into the Insurance Fund have been increased in the new MTFS to reflect that increased level of claims seen over the last 3 years and work to manage claims continues via the Disrepairs Working Group.
- Investment income – as a result of the rising Bank of England Base Rate, which has maintained at 5.25% during quarter three, the level of interest earned on the Council's cash balances has increased significantly. At present there has been a limited consequential impact on the cost of borrowing as all debt is at fixed rates and no new borrowing has been undertaken (one loan has been re-financed in year, but this was at a lower interest rate).
- HRA Repairs Account – repairs and maintenance costs across various contracts are underspent as a result some of the work being undertaken as part of the voids works programme, alongside fluctuations due to the cyclical nature of some jobs.
- Rental income – income levels are higher than anticipated due to a higher than budgeted opening Housing stock at the start of the financial year, coupled with higher than expected occupancy, and rent levels, at the new Rookery Lane development.
- Housing Repairs Services (HRS) – the service is currently reporting a forecast deficit, which is consequentially repatriated to the HRA, as a result of the issues set out in Section 4 below. In addition, demand for responsive housing repairs and aids and adaptations has significantly increased in year, though partially offset by a reduction in the level of voids repairs and cleansing works, resulting in a switch in the nature of HRS rechargeable works.

3.6. As outlined throughout this report, there still remains a number of variables in the forecast assumptions, and as such the final outturn position for the year is still subject to further change. At this stage no additional mitigations, other than those currently being implemented in response to the issues faced by the HRS and to the rising cost of Disrepair claims, are recommended. Strong budgetary control should continue to be a focus to ensure expenditure and income remain balanced within budget.

### 3.7. HRA Earmarked Reserves

Details of the HRA Earmarked Reserves are set out in paragraph 5 and Appendix E.

## 4. Housing Repairs Service

4.1. For 2023/24 the Council's Housing Repairs Service net revenue budget was set at zero, reflecting its full cost recovery nature.

4.2. At Quarter 3 the HRS are forecasting a deficit of £552,062 in 2023/24, Appendix C provides a forecast HRS Summary. Full details of the main variances are provided within Appendix D of this report, while the key variances are summarised below:

<b>Housing Repairs Service Forecast year-end key variances:</b>	<b>Forecast £'000</b>
Increased use of sub-contractors and increases in sub-contractor prices	1,585
Increase in materials usage and price	29
National Pay Award Settlement	125
Less:	
Staff vacancies due to recruitment and retention challenges	(662)
Increased income for HRS jobs for increased works	(567)
Net other variances	42
<b>Overall forecast deficit/(surplus)</b>	<b>552</b>

4.3. The main contributory factor to the deficit is the ongoing recruitment and retention challenges, which is being felt not just by the council but across the construction industry as a whole. This inability to attract and retain staff results in a greater reliance on the use of sub-contractors to ensure that service demands are met. The cost of using subcontractors is however more expensive than the HRS's own workforce, due to the ongoing impact of inflationary factors, a reduced national workforce and a reduced pool of contractors from which to secure services. These additional costs are therefore not fully offset by the vacancy savings achieved by not carrying out the work internally.

4.4. As the increased subcontractor costs are not reflected in the service hourly rate and overhead recovery is not recouped on sub-contractors this results in an under recovery of full costs from the HRA.

4.5. Whilst last year high vacancy levels, and the use of sub-contractors rather than the Council's own workforce, resulted in an underspend on materials for the Council, this year higher than anticipated inflation levels, an industry wide issue, and an expected increase in repairs jobs has resulted an overspend on materials further compounding the HRS forecast position.



- 4.6. The forecast deficit also includes the impact of the national pay award, which is significantly over and above the assumptions included within the MTFS as outlined in the HRA variances. The 2023/24 pay offer, made by the National Employers for Local Government Services earlier this year, was accepted by the Trade Unions for both Red and Green Book employees and was subsequently paid in December. The award reflects the higher of either, a flat rate increase of £1,925, or 3.5-3.8% to all employees, equivalent to a 9.4% increase for the lowest paid members of staff and with the majority of staff receiving pay rises above 5% for a second consecutive year.
- 4.7. It should be noted that due to the interconnection of the HRS and HRA the consequential costs in the HRA are ordinarily reduced, and therefore offset any repatriated deficit. However due to the increased usage of more expensive sub-contractors and materials, and an increased volume of works, this is not the case this financial year, as detailed above, and there is a significant additional cost for repairs and maintenance of the housing stock that is being incurred by the HRA. This additional cost is currently being offset against the overall HRA position as set out in section 3 above.

## 5. Earmarked Reserves

- 5.1. The Council holds a number of earmarked revenue reserves within the HRA. These reserves are sums set aside for specific purposes and to mitigate against potential future known or predicted liabilities. Key reserves include the Housing Repairs, HRA Strategic Priorities, HRA Invest to Save and Disrepairs Management, etc. A number of these reserves are budgeted for use over the period of the MTFS.
- 5.2. The details of all the earmarked reserves and their forecast balance as at 31<sup>st</sup> March 2024 are attached in Appendix E, with further details in the MTFS 2023-2028. In summary:

<b>Earmarked Reserves</b>	<b>Opening Balance 01/04/23 £'000</b>	<b>Increase £'000</b>	<b>Decrease £'000</b>	<b>Closing Balance 31/03/24 £'000</b>
Housing Revenue Account	3,510	137	(180)	3,467

## 6. Capital Programme

### 6.1. Housing Investment Programme

- 6.2. The revised Housing Investment Programme for 2023/24 amounted to £16.862m following the Quarter 2 position. At quarter 3 the programme has been decreased by £0.742m to £16.120m, as shown below:

<b>Housing Investment Programme</b>	<b>2023/24 £'000</b>	<b>2024/25 £'000</b>	<b>2025/26 £'000</b>	<b>2026/27 £'000</b>	<b>2027/28 £'000</b>
Revised Budget at Q2	<b>16,862</b>	<b>19,175</b>	<b>15,515</b>	<b>14,289</b>	<b>14,307</b>
Budget changes for approval – Quarter 3	(742)	1,868	440	545	548
<b>Revised Budget</b>	<b>16,120</b>	<b>21,043</b>	<b>15,955</b>	<b>14,834</b>	<b>14,855</b>

- 6.3. All changes over the approved limit require approval by the Executive. The following changes require Executive approval for Quarter 3:

<b>Changes requiring Executive Approval:</b>	<b>2023/24 £'000</b>	<b>2024/25 £'000</b>	<b>2025/26 £'000</b>	<b>2026/27 £'000</b>	<b>2027/28 £'000</b>
<b>Budget Under/Overspends returned to available resources (major repairs reserves)</b>					
Thermal Comfort Works	(151)	0	0	0	0
Kitchen Improvements	(400)	0	0	0	0
<b>Increased budget allocations</b>					
Void Capitalised Works - identified as part of MTFS process (funded from the major repairs reserve)	0	536	541	545	548
Property Acquisitions – this includes individual purchase and repair and LAHF acquisitions approved under officer delegations (funded from grant and 1-4-1 receipts with borrowing as match element).	955	0	0	0	0
<b>Total changes requiring Executive Approval</b>	<b>404</b>	<b>536</b>	<b>541</b>	<b>545</b>	<b>548</b>

- 6.4. All new projects are subject to Executive approval. There has been one new project in quarter 3, having been approved under delegation in accordance with the Virtual Asset Management Group, as follows:

<b>Changes Approved by Executive/ under delegation</b>	<b>2023/24 £'000</b>	<b>2024/25 £'000</b>	<b>2025/26 £'000</b>	<b>2026/27 £'000</b>	<b>2027/28 £'000</b>
Ermine Church Land acquisition, financed through DRF.	350	0	0	0	0
<b>Total changes approved by Executive</b>	<b>350</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

- 6.5. The Chief Finance Officer has delegated authority to approve financial changes up to an approved limit as set out under Financial Procedure Rules. The following changes were approved during Quarter 3:

<b>Changes approved by the Chief Finance Officer:</b>	<b>2023/24 £'000</b>	<b>2024/25 £'000</b>	<b>2025/26 £'000</b>	<b>2026/27 £'000</b>	<b>2027/28 £'000</b>
<b>Reprofiled Expenditure</b>					
New Build – Hermit Street - reprofiled	(556)	556	0	0	0
Western Growth Corridor Phase 1a infrastructure - reprofiled	(675)	776	(101)	0	0
<b>Budget Under/Overspends returned to available resources (major repairs reserve and DRF)</b>					
Rewiring	(30)	0	0	0	0
Structural Defects	(75)	0	0	0	0
New Services	2	0	0	0	0
Over bath showers (10 year programme) – returned to available resources	(30)	0	0	0	0
Communal Electrics	(89)	0	0	0	0
Garages	(20)	0	0	0	0
Communal TV Aerials	(7)	0	0	0	0
Fire Doors	(61)	0	0	0	0
HRA Buildings	(91)	0	0	0	0
<b>Increased budget allocations</b>					
New Build – Rookery Lane (funded from DRF)	83	0	0	0	0
New Build – De Wint Court (funded from DRF)	53	0	0	0	0
<b>Total Changes Approved by the Chief Finance Officer</b>	<b>(1,496)</b>	<b>1,332</b>	<b>(101)</b>	<b>0</b>	<b>0</b>
<b>Total HIP Delegated Approvals and Approvals by/for Executive</b>	<b>(742)</b>	<b>1,868</b>	<b>440</b>	<b>545</b>	<b>548</b>

6.6. The table below provides a summary of the projected outturn position for the Housing Investment Programme:

<b>Housing Investment Programme - Projected Outturn</b>	<b>2023/24</b>			
	<b>Q2 Budget</b>	<b>Revised Budget Q3</b>	<b>Forecast Outturn</b>	<b>Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Decent Homes / Lincoln Standard	7,487	6,741	6,741	0
Health and Safety	673	673	673	0
Contingent Major Repairs / Works	0	0	0	0
New Build Programme	7,235	7,095	7,095	0
Other Schemes	962	1,105	1,105	0
Computer Fund / IT Schemes	506	506	506	0
<b>Total Capital Programme</b>	<b>16,862</b>	<b>16,120</b>	<b>16,120</b>	<b>0</b>

- 6.7. The overall expenditure on the Housing Investment Programme at the end of Q3 was £7.029m, which is 41.85% of the 2023/24 revised programme. This excludes expenditure relating to Western Growth Corridor which is currently shown on the GIP, to be apportioned at year end (current forecast outturn £1.97m). This is detailed further at Appendix J.

A further £0.525m has been spent as at the end of January 2024, although this is still a low percentage of expenditure at this stage of the financial year, works have been constrained by the availability of contractors and materials however new contracts are in place and spend is expected to increase in by the end of the financial year. In addition, schemes such as Hermit Street have only recently commenced, and a number of the LAHF acquisitions are currently in progress but not yet complete.

## **7. Strategic Priorities**

- 7.1. The MTFS underpins this policy and financial planning framework and set out the overall framework on which the Council plans and manages its financial resources to ensure that they fit with, and support, the direction of the Council's vision and strategic priorities. Vision 2025 identifies the Council's strategic priorities, setting the vision and direction for the council and the city for the next five years. The proposals in this report allow the Council to maintain a balanced budget position in 2023/24 in order that it can continue to deliver services in support of Vision 2025.

## **8. Resource Implications**

- 8.1. The financial implications are contained throughout the report.

Under the Local Government Act 2003 the Chief Finance Officer (S151 Officer) is required to give Council an opinion on the robustness of the budget estimates and the adequacy of reserves. Although there remains some uncertainty around the latest budget estimates based on the information to date on income and expenditure, the HRA is forecast to maintain balanced budget position in the current financial year.

General Balances, on the HRA, are the only resource not ear-marked to a particular future need. The prudent minimum level of balance that should be maintained on the HRA are £1m-£1.5m. Based on the latest forecasts of income and expenditure the level of balances in 2023/24 are estimated to be maintained, or above, these ranges. The close monitoring of the HRA's overall financial position will remain critical over the course of this financial year, and as ever strong budgetary control will be required.

Although the primary focus of this report has been to set out the financial variances being faced in the current financial year, beyond 2023/24 the Council is set to face ongoing pressures as a result of increasing baseline costs due to inflationary impacts, escalating service demands and income pressures arising from the cost-of-living crisis. The Council will continue to face further financial challenges as it responds to the impact of these issues and an increased need to deliver ongoing

reductions in the net cost base, as set out in the MTFS 2024-2029, which was approved by Council on 27<sup>th</sup> February 2024.

**8.2. Legal Implications Including Procurement Rules**

There are no legal implications arising from this report.

**8.3. Equality, Diversity and Human Rights**

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

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

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

Due to the nature of the report there are no direct equality, diversity, or human rights implications.

**9. Risk Implications**

A full financial risk assessment is included in the MTFS, this is continually reviewed in light of changes in the underlying financial assumptions. There are currently a significant number of critical risk factors to the budget and MTFS, with further details provided within the new MTFS 2024-29.

**10. Recommendation**

Housing Scrutiny Sub Committee is recommended to:

- 10.1. Note the financial performance for the period 1<sup>st</sup> April to 31<sup>st</sup> December 2023.

<b>Key Decision</b>	No
<b>Key Decision Reference No.</b>	N/A
<b>Do the exempt information categories apply?</b>	No
<b>Call in and Urgency:</b> Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?	No
<b>Does the report contain appendices?</b>	Yes
<b>List of Background Papers:</b>	Medium Term Financial Strategy 2023-2028
<b>Lead Officer:</b>	Laura Shipley, Financial Services Manager <a href="mailto:Laura.shipley@lincoln.gov.uk">Laura.shipley@lincoln.gov.uk</a>

**HOUSING REVENUE ACCOUNT FUND SUMMARY – AS AT 31 DECEMBER 2023**

	Ref	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Gross Rental Income	A	(32,643)	(32,833)	(189)
Charges for Services & Facilities	B	(554)	(636)	(83)
Contribution towards Expenditure	C	(50)	(13)	37
Repairs Account – Income	D1	0	(68)	(68)
Supervision & Management – General	D2	(664)	(683)	(19)
Supervision & Management – Special	D3	(66)	(80)	(14)
Repairs & Maintenance	E	10,834	10,944	110
Supervision & Management – General	F1	6,936	7,296	360
Supervision & Management – Special	F2	1,991	2,131	140
Rents, Rates and Other Premises	G	846	819	(26)
Increase in Bad Debt Provisions	H	250	250	0
Insurance Claims Contingency	I	174	322	148
Contingencies	J	114	53	(60)
Depreciation	K	7,750	8,199	449
Impairments	L	0	0	0
Debt Management Expenses	M	16	16	0
HRS Trading (Surplus) / Deficit	N	0	552	552
<b>Net Cost of Service</b>	<b>O</b>	<b>(5,067)</b>	<b>(3,730)</b>	<b>1,337</b>
Loan Charges Interest	P	2,356	2,316	(40)
Investment/Mortgage Interest	Q	(308)	(1,099)	(791)
<b>Net Operating Inc/Exp</b>	<b>R</b>	<b>(3,020)</b>	<b>(2,513)</b>	<b>507</b>
Major Repairs Reserve Adjustment	T	3,000	2,551	(449)
Transfers to/from reserves	U	79	35	(44)
<b>(Surplus)/Deficit in Year</b>	<b>V</b>	<b>59</b>	<b>73</b>	<b>14</b>

### **Housing Revenue Account Variances – Quarter 3**

Many items of income and expenditure are demand led and difficult to predict. Consequently, judgement has been applied in order to provide the most realistic indication of the financial position at the year-end. Figures in brackets indicate an underspend of expenditure or additional income.

<b>Ref</b>		<b>£</b>	<b>Reason for variance</b>
<b><u>Reduced Income</u></b>			
C	Court Costs	37,000	Reduction in recovered income from court costs as less cases in year than anticipated.
<b><u>Increased Income</u></b>			
Q	Investment Interest	(790,570)	Increased investment income as a result of higher interest rates.
A	Gross Rental Income	(187,750)	Additional rental income as a result of reduced voids and higher rent levels at Rookery Lane development, plus higher than budgeted opening housing stock levels.
D1	Repairs Account	(67,860)	Additional income from rechargeable void works.
U	Transfers to/(from) Reserves	(44,100)	Contributions from reserves to offset expenditure as outlined below (further detail in appendix G).
<b><u>Reduced Expenditure</u></b>			
T	Major Repairs Reserve Adjustment/Direct Revenue Finance	(448,990)	Reduced contribution to Major Repairs Reserve to offset the increase in depreciation costs following revaluations of properties in year.
E	Repairs & Maintenance	(326,130)	Underspend on Repairs Account expenditure predominantly due to cyclical repair/replacement works
F	Supervision & Management	(296,320)	Reduced expenditure on Employee Costs due to staff vacancies, offset by agency costs below (excl. Pay Award below).
E	Repairs & Maintenance - HRS	(115,980)	Reduced HRS expenditure on Voids (£99k) and Cleansing (£17k), partially offsets increases on Responsive and Aids & Adaptations below (net overspend £408k).



Ref		£	Reason for variance
G/E	Rent, Rates & Other Premises	(55,650)	Underspend on Utility costs across the HRA excluding De Wint Court
P	Loan Charges Interest	(39,780)	Repayment of existing borrowing & re-borrowing at lower interest rate
<b><u>Increased Expenditure</u></b>			
N	HRS Surplus/Deficit	552,060	Estimated HRS deficit position (refer to HRS variances – Appendix F).
E	Repairs & Maintenance - HRS	523,940	Increased HRS expenditure on Responsive Repairs (£201k), and Aids & Adaptations (£323k) partially offset by underspend above (net overspend £408k).
K	Depreciation	448,990	Increase in depreciation costs following revaluation of housing stock, offset by a Major Repairs reserve reduction above.
F1	Supervision & Management – General	347,960	Cost of agency staff to cover staff vacancies within Supervision & Management, partially offset by Vacancy savings above.
F1	Supervision & Management – General	287,920	Increased expenditure due to consultancy costs on HRA Business Plan schemes (£106k), void work & garden/hedge/tree work costs (£101k) caretakers tipping (£46k), housing needs survey (£25k), additional consultancy costs (£35k), partially offset by increased call on reserves above.
I	Insurance Claims Contingency	148,150	Anticipated increase in disrepair claims.
F	Supervision & Management	126,000	Impact of National Employers pay award over and above budgeted assumptions.

**HOUSING REPAIRS SERVICE SUMMARY – AS AT 31 DECEMBER 2023**

	<b>Revised Budget</b>	<b>Forecast Outturn</b>	<b>Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Employees	3,852	3,315	(537)
Premises	171	211	40
Transport	432	370	(62)
Materials	1,519	1,549	30
Sub-Contractors	2,154	3,739	1,585
Supplies & Services	333	397	64
Central Support Charges	586	586	0
Capital Charges	0	0	0
<b>Total Expenditure</b>	<b>9,047</b>	<b>10,167</b>	<b>1,119</b>
Income	(9,047)	(9,615)	(567)
<b>(Surplus)/Deficit</b>	<b>0</b>	<b>552</b>	<b>552</b>

### **Housing Repairs Service Variances – Quarter 3**

Many items of income and expenditure are demand led and difficult to predict. Consequently, judgement has been applied in order to provide the most realistic indication of the financial position at the year-end. Figures in brackets indicate an underspend of expenditure or additional income.

	<b>£</b>	<b>Reason for Variance</b>
<b><u>Reduced Expenditure</u></b>		
Employee Costs	(662,367)	Vacancies within the Operative staff.
Fleet Charges	(62,120)	Reduction in lease costs due to delay in receiving new vehicles from supplier.
<b><u>Increased Expenditure</u></b>		
Employee Costs	125,230	Impact of National Employers pay award over and above budgeted assumptions.
Sub-Contractors	1,585,106	Increased use of sub-contractors to meet increased demand and cover vacancies within the operative team.
Direct Materials	29,319	Increased usage and rising material prices following end of fixed-term contract prices.
<b><u>Increased Income</u></b>		
Income	(567,268)	Increased income as a result of increase in number of jobs, offset by increased costs of sub-contractor spend above.

**HRA EARMARKED RESERVES – Q3 MONITORING 2023/24**

	Revised Opening Balance	In Year Increase	In Year Decrease	Forecast Closing Balance
	01/04/2023 £'000	£'000	£'000	31/03/2024 £'000
Capital Fees Equalisation	110	-	-	110
De Wint Court	73	-	-	73
De Wint Court Sinking Fund	10	85	-	95
Disrepairs Management	300	-	-	300
Housing Business Plan	177	-	(129)	48
Housing Repairs Service	137	-	-	137
HRA IT	135	35	-	170
HRA Repairs Account	1,351	-	-	1,351
Housing Strategic Priority	764	-	-	764
Invest to Save (HRA)	416	-	(51)	377
RSAP/NSAP Sinking Fund	9	9	-	18
Strategic Growth Reserve	5	-	-	5
Tenant Satisfaction Survey	23	8	-	31
<b>Total Earmarked Reserves</b>	<b>3,510</b>	<b>137</b>	<b>(180)</b>	<b>3,467</b>

**CAPITAL RESOURCES – Q3 MONITORING 2023/24**

	Opening balance	Contributions	Used in financing	Forecast balance 31/03/24
	£'000	£'000	£'000	£'000
Capital Grants/Contributions HRA	0	789	(789)	0
Capital receipts HRA	2,660	1,044	(1,000)	2,704
Capital receipts 1-4-1	4,274	1,906	(1,379)	4,801
Major Repairs Reserve	12,432	8,199	(6,886)	13,745
HRA DRF	10,200	3,000	(3,894)	9,306
<b>Total Capital Resources</b>	<b>29,566</b>	<b>14,938</b>	<b>(13,948)</b>	<b>30,556</b>

Currently the HIP has schemes planned to facilitate use of all 1:4:1 receipts with no repayment required in 23/24.

### **Housing Investment Programme – Summary of Expenditure as at 31st December 2023**

<b><u>HOUSING INVESTMENT PROGRAMME</u></b>	<b>Budget 2023/24 - Reported at Q2</b>	<b>Q3 Budget Increase / Decrease</b>	<b>2023/24 Revised Budget</b>	<b>2023/24 Total Spend</b>	<b>2023/24 % Spend to Revised Budget</b>
<b><u>Contingency Schemes</u></b>					
Contingency Reserve	0	0	0	0	0
<b>Contingency Schemes Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>Decent Homes</u></b>					
Bathrooms & WC's	300,000	0	300,000	0	0.00%
DH Central Heating Upgrades	2,253,948	0	2,253,948	1,618,153	71.79%
Door Replacement	900,000	0	900,000	525,358	58.37%
Fire Compartment works	10,000	0	10,000	0	0.00%
Fire Doors	120,919	(60,919)	60,000	0	0.00%
Kitchen Improvements	1,100,000	(400,000)	700,000	388,725	55.53%
Lincoln Standard Windows Replacement	789,732	0	789,732	613,947	77.74%
New services	75,000	1,774	76,774	76,774	100.00%
Re-roofing	20,000	0	20,000	0	0.00%
Rewiring	50,000	(30,000)	20,000	0	0.00%
Structural Defects	85,448	(75,448)	10,000	0	0.00%
Thermal Comfort Works	181,250	(151,250)	30,000	9,659	32.20%
Void Capitalised Works	1,570,320	0	1,570,320	614,859	39.16%
<b>Decent Homes Total</b>	<b>7,456,617</b>	<b>(715,843)</b>	<b>6,740,774</b>	<b>3,847,476</b>	<b>57.08%</b>
<b><u>Health and Safety</u></b>					
Asbestos Removal	190,000	0	190,000	16,986	8.94%
Asbestos Surveys	129,000	0	129,000	30,975	24.01%
Fire Alarms	0	0	0	0	0.00%

<b><u>HOUSING INVESTMENT PROGRAMME</u></b>	<b>Budget 2023/24 - Reported at Q2</b>	<b>Q3 Budget Increase / Decrease</b>	<b>2023/24 Revised Budget</b>	<b>2023/24 Total Spend</b>	<b>2023/24 % Spend to Revised Budget</b>
Renew stair structure	40,000	0	40,000	0	0.00%
Replacement Door Entry Systems	313,757	0	313,757	168,487	53.70%
<b>Health and Safety Total</b>	<b>672,757</b>	<b>0</b>	<b>672,757</b>	<b>216,448</b>	<b>32.17%</b>
<b><u>IT/Infrastructure</u></b>					
Housing Support Services Computer Fund	319,743	0	319,743	346,660	108.42%
Infrastructure Upgrade	166,383	0	166,383	0	0.00%
Operation Rose	10,903	0	10,903	0	0.00%
Telephony	8,758	0	8,758	0	0.00%
<b>IT/Infrastructure Total</b>	<b>505,786</b>	<b>0</b>	<b>505,786</b>	<b>346,660</b>	<b>68.54%</b>
<b><u>Lincoln Standard</u></b>					
Over bath showers (10 year programme)	30,000	(30,000)	0	0	0.00%
<b>Lincoln Standard Total</b>	<b>30,000</b>	<b>(30,000)</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>
<b><u>Other Current Developments</u></b>					
CCTV	0	0	0	0	0.00%
Communal Electrics	119,063	(89,063)	30,000	9,786	32.62%
Communal TV Aerials	10,000	(7,000)	3,000	1,734	57.80%
Environmental works	400,000	0	400,000	197,645	49.41%
Garages	50,000	(20,000)	30,000	0	0.00%
Eco Welfare Unit	24,324	405	24,729	24,729	100.00%
Hiab and Mule	122,330	0	122,330	0	0.00%
HRA Buildings	115,805	(90,805)	25,000	0	0.00%
Landscaping & Boundaries	0	0	0	0	0.00%
Thurlby Crescent	120,000	0	120,000	28,850	24.04%
Ermine Church Land	0	350,000	350,000	0	0.00%
<b>Other Current Developments Total</b>	<b>961,522</b>	<b>143,537</b>	<b>1,105,059</b>	<b>262,744</b>	<b>23.78%</b>

<b>HOUSING INVESTMENT TOTAL</b>	<b>9,626,683</b>	<b>(602,306)</b>	<b>9,024,376</b>	<b>4,673,328</b>	<b>51.79%</b>
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<b><u>HOUSING INVESTMENT PROGRAMME</u></b>	<b>Budget 2023/24 - Reported at Q2</b>	<b>Q3 Budget Increase / Decrease</b>	<b>2023/24 Revised Budget</b>	<b>2023/24 Total Spend</b>	<b>2023/24 % Spend to Revised Budget</b>
<b><u>HOUSING STRATEGY AND INVESTMENT</u></b>					
<b><u>New Build Programme</u></b>					
Property Acquisitions	2,024,278	1,459,050	3,483,328	1,763,643	50.63%
Hermit Street Regeneration	8,003	0	8,003	8,003	100.00%
New Build Capital Salaries	46,032	0	46,032	0	0.00%
New Build- De Wint Court	0	52,913	52,913	52,913	100.00%
New Build Programme	503,364	(503,364)	0	0	0.00%
New Build Programme (141 eligible)	0	0	0	0	0.00%
New Build Programme (Borrowing for 141 eligible)	0	0	0	0	0.00%
New Build Site – Hermit Street	1,968,464	(555,824)	1,412,640	406,998	28.81%
New Build Site - Queen Elizabeth Road	0	0	0	0	0.00%
New Build Site - Rookery Lane	40,804	82,965	123,768	123,768	100.00%
New Build Site - Searby Road	0	0	0	0	0.00%
Western Growth Corridor	2,644,051	(675,373)	1,968,678	0	0.00%
<b>New Build Programme Total</b>	<b>7,234,996</b>	<b>(139,633)</b>	<b>7,095,362</b>	<b>2,355,325</b>	<b>30.31%</b>
<b>HOUSING STRATEGY AND INVESTMENT TOTAL</b>	<b>7,234,996</b>	<b>(139,633)</b>	<b>7,095,362</b>	<b>2,355,325</b>	<b>30.31%</b>
<b>TOTAL HOUSING INVESTMENT PROGRAMME</b>	<b>16,861,678</b>	<b>(741,939)</b>	<b>16,119,738</b>	<b>7,028,653</b>	<b>43.60%</b>





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<b>SUBJECT:</b>	<b>TENANT INVOLVEMENT STRATEGY ACTION PLAN</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT DIRECTORATE</b>
<b>REPORT AUTHOR:</b>	<b>DONNA LYONS – RESIDENT INVOLVEMENT MANAGER</b>

## **1. Purpose of Report**

- 1.1 To update on the progress of the Tenant Involvement Strategy Action Plan 2022 to 2025.

## **2. Background**

- 2.1 The Tenant Involvement Strategy Action Plan 2022 to 2025 (Appendix 1) is required to be reviewed on an annual basis. LTP have carried out a review and made the following amendments as outlined within this report.
- 2.2 The regulatory Framework for social housing and the Social Housing White Paper requires social housing landlords to have a transparent Tenant Involvement Strategy in place.

## **3. What has been Achieved over the Last Twelve Months**

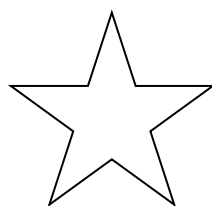
- 3.1 Since the launch of the tenant involvement strategy, City of Lincoln Council and LTP are proud of what is being achieved to improve our tenant involvement service and the willingness of tenants and leaseholders to participate in this.
- 3.2 Tenants and leaseholders have contributed in many of the ways set out in the Council's menu of involvement. The pandemic has encouraged the use of digital communication, such as Facebook and Zoom, and made it easier for people to get involved.
- 3.3 We have consulted with 7800 council tenants via a questionnaire and asked tenants to provide overall feedback on their neighbourhoods and estates together with specific feedback on issues such as safety, green spaces, parking, and the quality of indoor and external communal spaces.
- 3.4 The Lincoln Tenants Panel have been involved in the development of the Council's 30-year business plan for housing and the four strategic workstreams that are central to the business plan, and will have continued involvement, to help shape the delivery of major improvements to our homes and estates.
- 3.5 The Lincoln Tenants Panel continue to work and support City of Lincoln Council's housing service and part of this work includes an increased number of reviews into service areas in collaboration with council officers.

- 3.6 The Lincoln Tenants Panel now have increased joint working opportunities to share best practice with other social landlord tenants and supporting bodies. Examples of these are with Tenant Participation Advisory Service, Association of Retained Council Housing, 4 million Homes and Department for Levelling Up, Housing and Communities – Social Housing Quality Resident Panel.
- 3.7 The Resident Involvement Team have worked with LTP to create and deliver a robust annual LTP 2023 work plan.
- 3.8 LTP representatives have completed inspections on 5% of void properties and collaborated with officers to create a digital process to record information
- 3.9 LTP have been involved with three fire safety engagement exercises at Trent View, Shuttleworth House, Jarvis House in partnership with Lincolnshire Fire and Rescue.
- 3.10 The Council and LTP have agreed five objectives for the City of Lincoln Tenant Involvement Strategy. These are to:
1. Co-design services with residents
  2. Facilitate community engagement
  3. Communicate key messages to residents
  4. Co-regulate with Lincoln Tenants' Panel
  5. Expand the ways residents can get involved.

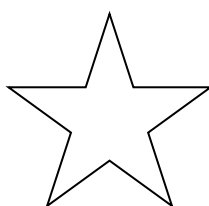
By involving tenants and leaseholders in these ways it will help to jointly deliver the top priorities identified

#### **4. Delivering the Action Plan and Monitoring Outcomes of the Strategy**

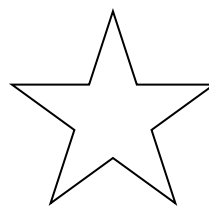
- 4.1 The Resident Involvement Team will take the lead in the delivery of the strategy and action plan. The action plan is shown at Appendix A to the strategy.
- 4.2 Throughout the lifetime of the strategy the resident involvement team will review the strategy with Lincoln Tenants Panel to ensure the objectives are being met and activities are providing value for money.
- 4.3 Housing Scrutiny Sub Committee and housing managers will receive updates about progress and have the opportunity to provide input into the strategy.
- 4.4 The Lincoln Tenants' Panel will assess the progress of the strategy using a rating system as follows:



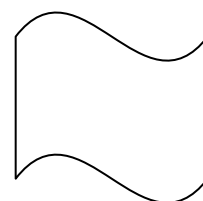
Gold



Silver



Bronze



Red Flag

- 4.5 As part of the launch of our strategy Lincoln Tenants Panel carried out an initial assessment to give a starting position against which future monitoring outcomes can be made.

## 5. Resident Involvement Strategy Action Plan Assessment 2023 – Improvements Made

- 5.1 City of Lincoln Council Landlord Services have successfully progressed to silver start status in co-design services with residents, expand the way residents can get involved, facilitate community involvement and progressed to gold star status in co-regulate with Lincoln Tenants Panel.

Objective	Action	Assessment
<b>Co-design services with residents</b>  <b>Expand the way residents can get involved</b>	<b>Housing Revenue Account Business Plan</b>  1) Involve tenants and leaseholders to review Housing Revenue Account Business Plan and delivery plan. Agree on what tenant and leaseholder involvement is needed to successfully deliver any actions.	<b>Silver</b>
	2) Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.	<b>Silver</b>
	3) Support joint working opportunities for tenants to share best practice with other social landlord tenants and supporting bodies.	<b>Silver</b>
<b>Facilitate community involvement</b>	1) Assist in the delivery of community projects as agreed within the housing service plan.	<b>Silver</b>
	2) Support tenant representatives to support community groups in their areas.	<b>Silver</b>

<b>Co-regulate with Lincoln Tenants Panel</b>	1) Continue to support and develop LTP. Agree annual workplan with agreed officer attendance as required. Implement the revised constitution.	<b>Gold</b>
	2) Agree and implement a programme of reviews into areas of the service where LTP have concerns about improvements.	<b>Gold</b>
	3) Carry out joint inspections of sample voids properties to check that they are at the expected standard before letting (voids are the current vacant properties)	<b>Gold</b>

## **6. Strategic Priorities**

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

The revised Strategy will mean that tenants continue to have a range of opportunities to get involved to shape housing services.

## **7. Organisational Impacts**

### **7.1 Finance**

There are no direct financial implications.

### **7.2 Legal Implications including Procurement Rules**

There are no legal implications.

### **7.3 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

An Equality and Human Rights Impact Assessment has been carried out. There are no issues arising from this.

## **8. Risk Implications**

### **8.1 (i) Options Explored**

Failure to deliver effective tenant involvement.

## **9. Recommendation**

- 9.1 This committee is asked to note the contents of the revised Tenant Involvement Strategy action plan assessments 2023.

**Is this a key decision?**

No

**Do the exempt information categories apply?**

No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?**

No

**How many appendices does the report contain?**

1

**List of Background Papers:**

None

**Lead Officer:**









Donna Lyons  
[Donna.lyons@lincoln.co.uk](mailto:Donna.lyons@lincoln.co.uk)  
Resident Involvement Manager









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## Appendix A-Action Plan





Objective	Action	Lincoln Tenants' Panel Assessment 2022	Lincoln Tenants' Panel Assessment 2023
<b>Co-design services with residents</b>  <b>Expand the way residents can get involved</b>	<b>Housing Revenue Account Business Plan</b>  Involve tenants and leaseholders to review Housing Revenue Account Business Plan and delivery plan.  Agree on what tenant and leaseholder involvement is needed to successfully deliver any actions		
	Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.		
	Continue to resource tenant involvement: Agree the level of tenant involvement and the level of resources that should be available to deliver service changes		
	Review customer feedback and use it to improve services, ensuring a record is kept demonstrating how feedback has been used.		

	Carry out consultation with residents on the estate improvement programme		
	Develop and deliver the building safety engagement strategy and deliver the actions set out within it		
	Develop an on-line training module for tenants and staff to educate the importance and requirement for tenant involvement in service delivery and development.		
	Support joint working opportunities for tenants to share best practice with other social landlord tenants and supporting bodies.		
<b>Objective</b>	<b>Action</b>	<b>Lincoln Tenants Panel Assessment 2022</b>	<b>Lincoln Tenants Panel Assessment 2023</b>
	<b>Neighbourhood and Community groups</b>		
	Promote wider community involvement and target hard to reach		

<b>Facilitate community involvement</b>	groups such as leaseholders and young people to get involved in housing services.		
	Gain feedback from the neighbourhood boards and community groups to inform service improvement.		
	Assist in the delivery of community projects as agreed within the housing service plan.		
	Involve tenants and leaseholders from community groups in involvement activities.		
	Support tenant representatives to support community groups in their areas		

Objective	Action	Lincoln Tenants Panel Assessment 2022	Lincoln Tenants Panel Assessment 2023
<b>Communicate key messages and increase digital engagement</b>  <b>Expand the ways residents can get involved</b>	Implement a continuous reporting model for performance by increasing the frequency and methods used to publish information.		
	Help volunteers to use platforms, such as Zoom and Microsoft Teams to give better access to involvement opportunities.		
	Creatively and continually develop our menu of involvement.		
	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service.		

Objective	Action	Lincoln Tenants Panel Assessment 2022	Lincoln Tenants Panel Assessment 2023
<b>Co-regulate with Lincoln Tenants Panel</b>	Continue to support and develop LTP		
	Agree annual workplan with agreed officer attendance as required		
	Implement the revised constitution		
	Agree and implement a programme of reviews into areas of the service where LTP have concerns about improvements.		
	Carry out joint inspections of sample voids properties to check that they are at the expected standard before letting (voids are the current vacant properties)		
	Review complaints to inform service improvements.		

	Jointly monitor performance through Housing Scrutiny Sub Committee		
	Develop an annual planner for involvement activities and training and monitor its delivery.		

## Appendix B-Risks that threaten delivery of the strategy

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

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



## **HOUSING SCRUTINY SUB COMMITTEE**

**11 MARCH 2024**

### **REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING**

#### **INTRODUCTION**

In this report I set out developments in housing together with performance data.

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

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

A significant development in progress is the Housing IT Replacement (HITREP). Recent staff changes within the team have led to some delays. The new system is on target to be installed and in operation during the forthcoming financial year 2024-25. The existing platform has been used for more than 15 years and technology has improved dramatically in that period. This investment will enhance services to our tenants and make a huge difference to the way our staff are able to operate. HITREP is a massive step forward and once fully operational this will improve both housing performance and data gathering.

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

The Council has produced a new Communal Areas Policy and updated the Repairs and Maintenance Policy. Work is currently underway on a down-sizing policy, an aids and adaptations policy and a garage site strategy. The Pets Policy is currently being reviewed as is the Tenancy Agreement.

Changes in senior housing personnel have been made with Matt Hillman appointed Assistant Director for Asset Management and Paula Burton appointed Assistant Director for Housing Management. Matt has already taken up his position and Paula takes up her position on 1 March. There was member involvement in a comprehensive recruitment process which attracted significant interest from external candidates.

Housing has faced major challenges over the last 12 months and similar challenges face the Council in the year ahead. There is a housing crisis both in Lincoln and across the country. Increases in private rents have put these out of reach of anyone on benefits due to the freeze on Local Housing Allowance (LHA) which is the amount available to be claimed under housing benefit for a property. The Government announced in its Autumn Statement that this freeze will be lifted as of 1 April but this is a one-off increase and the freeze will then be reimposed which means that as landlords increase rents then their homes becoming increasingly unaffordable to tenants on benefits.

Lincoln has a further problem in that our Local Housing Market, the geographic area within which our LHA is assessed, covers both the city and Gainsborough. Private rents are lower in Gainsborough and so that reduces the LHA for Lincoln. Our research has shown that it is very rare for any private rented property to be available within Lincoln where the rent will be totally covered by LHA.

The effect of private rents not being covered in their entirety by LHA together with the continuation of no-fault evictions are two of the main factors that have led to an increase in people presenting themselves as homeless to the City Council. This in turn has led to a huge increase in the need for temporary accommodation as the Council often has no alternative but to place homeless families and individuals in bed and breakfast/hotel accommodation. The cost of this varies depending on the time of year and what events are taking place but the Council can only claim back a fraction of this cost through housing benefit with the financial burden then falling on the General Fund rather than the Housing Revenue Account.

The problems outlined here are identical to those faced by councils up and down the country. We have been working with the District Councils Network (DCN) on this and they lobbied over the Autumn Statement and are continuing to lobby both over the issues with LHA and Temporary Accommodation. The considerable increase in temporary accommodation costs has been described as “district councils’ social care moment” with some districts in other parts of the country warning the additional costs could force them into bankruptcy.

On top of these issues the Council continues to face financial pressures in housing. Earlier this year Council agreed to impose the Government guideline for rent increases of CPI as at September 2023 plus 1% which come to 7.7%. However, this follows a rent increase for the current year 2023-24 of 6.5% when the Government restricted increases well below what on their own formula should have been 11.1% made up of 10.1% CPI at September 2022 plus 1%. The financial situation also has to be seen in the context of previous Government policy which meant that rents were reduced by 1% year on year for four years to 2020 which meant that the Housing Revenue Account lost out on £17 million which is money that would have been spent in its entirety on housing services and investment in our homes.

The cost of sub-contractors at the end of fixed price contracts has increased by more than 20% and considerable efforts are being made to reduce this. As an example, the Council operatives now have the required training to install fire doors which means this can now be carried out in-house.

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

Workforce recruitment is another issue for us as it is for other local authorities and for private construction companies.

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

## HOMELESSNESS

Homelessness continues to be a significant issue reflecting the situation that there is a housing crisis both locally and nationally. The number of families and individual people approaching the Council as homeless has doubled in the last two years. A total of 334 approached the Council as homeless to the end of Q3.

The percentages of successful preventions and relief of homelessness against the total number approaching the Council as homeless is 50.37% which is an improvement on recent performance. The number of people on the housing register at the end of Q3 was 1,998 which is an increase of 86 over the last quarter.

## 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. Eight out of 10 of our homes were constructed before 1974. 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. Right to Buy has had and continues to have a serious effect on our ability to house people. I understand the aspiration of tenants to own their own home rather than rent but this has to be balanced with the much higher number of people who aspire to live in Council housing.

As mentioned elsewhere in this report we sold 22 Council homes in the first three quarters of this year early all of which were three-bed properties but over the same period a total of 268 people applicants were added to our housing register. Since Right to Buy was introduced the City Council has lost around 30% of our Council houses with many of these now private rented properties at rents considerably higher than Council homes.

The percentage of rent collected to the end of Q3 was 100.46% which is above the target of 97.5%. The rent income was £24.24 million. Arrears were 2.86% of rent debit which is again well below the target of 4% and is despite the fact that rent collection has become increasingly challenging in recent months with tenants, like all residents of the city, affected by cost of living issues. Current rent arrears at the end of Q3 were £0.93 million. Cost of living issues are not the only factor in this with another issue

being the migration of tenants on to Universal Credit (UC) which means that in most cases those on UC will no longer have their rent paid directly to the Council whereas previously the authority received this money directly in the form of housing benefit.

At the end of Q3, 98.97% anti-social behaviour (ASB) cases that were closed were resolved. A total of 193 ASB cases had been closed to the end of Q3. These cases relate only to housing ASB cases. The average time taken to resolve cases was 44.1 days which is well within the target of 70 days. Both measures are categorised as green.

## VOIDS

The three performance indicators covering voids remain in red but continue to show improvement. However, in comparison with national benchmarking figures we are in the upper quartile despite being outside of our own performance figures. Our target stands at 32 days for properties needing minor works (keys handed in to keys going out to new tenant) and 38 days where major works are required. Currently performance in the first three quarters of the financial year is at 41.1 days and 47.72 days, respectively. In both cases this is an improvement on the 2022-23 figures and in instances where major works are required this is a reduction of eight days. Taking Q3 alone the average re-let period for homes excluding major works was 38.43 days which is the first occasion in recent times this has fallen below 40 days and is an improvement of 5 days from this year's Q1 figure. The percentage of rent lost due to vacant dwellings in Q3 was 1.13% which is very close to the target of 1%. There were 370 relets in total in the first three quarters of which 123 required major work.

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

We are also using videos explaining to tenants the condition in which they should leave their property.

In time these measures should help to reduce the number of void properties being returned requiring significant cleansing. In addition, we continue to recharge tenants where expense is incurred in cleaning and emptying properties.

## HOUSING REPAIRS

The number of priority and urgent repair appointments has increased by 50% compared to the first three quarters of 2022-23 from 5,509 to 8,275. There are several reasons for this. There have been a significant number of extra repairs due to damage caused during the storms in October and December; some repairs have been recategorized and are now priority or urgent; and the large increase in the number of additional repairs related to damp and mould.

Monitoring has taken place to ensure that requests are placed in the correct category. In addition, there has been a restructure of operatives which has increased resource and availability to ensure more work can be completed on the first visit.

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

At the end of Q3 four of the six performance indicators relating to housing repairs showed as green. 99.45% of priority (one-day repairs) were carried out within the time limit with a target of 99.5% putting this in the amber category. The number of priority repairs completed to the end of Q3 was 3,252.

The percentage of urgent (three day) repairs completed on time was 89.49% with the number of repairs being 4,700. This is the sole red indicator within this section with the target being 97.5%. The average time to complete urgent repairs was 2.18 days which is a very slight improved performance on the year end 2022-23 when it was 2.2 days with both figures within the 3-day target. Again, this will have been impacted by Storm Babet and Storm Henk.

96.64% of priority and urgent repair appointments were kept to end of Q3 with a target of 97%. This is 7,997 appointments kept out of 8,275.

The number of damp and mould issues raised during 2022-23 increased by 38% year on year with 227 cases compared to 164 for 2021-22. This was in the main due to publicity arising from the Rochdale inquest which has led to people being much more aware of the danger damp and mould can pose. In the previous years, the number of cases fluctuated between 130 and 205. The latest figure I have for the current year is that there have been damp and mould issues raised at 772 properties. Some of these issues may not have been reported by tenants in the past but the awareness as a result of the inquest findings means that these are now being highlighted by tenants.

100% of priority (one day) gas repairs were carried out within the one-day time limit by our contractor Aaron Services to end of Q3. This was 3,086 repairs.

## HOUSING INVESTMENT

At the end of Q3 the percentage of council properties that were not at the Decent Homes standard (excluding refusals) was 0.86%, which is 67 properties. This performance measure is in the green category with the target for the year end being 1%.

At the end of Q3 98.29% of properties had a valid gas certificate with a target of 99 % - again placing this as amber. 93 homes did not have a valid certificate. Cases where the tenant refuses access for the gas safety inspection has increased since the Covid 19 pandemic. As a matter of course these cases are referred to legal services for the appropriate action to be taken to ensure we gain access. In instances where we go to court to obtain an order we obtain an order for the lifetime of the tenancy.

Fire risk assessments are now required on all of the Council's low- and high-rise blocks of flats as a result of changes in regulations. Assessments for the three high rise blocks

were completed and registered with the Building Safety Regulator before the deadline. Within the last three years the Council has completed assessments of all of our low-rise blocks. Some of these assessments were carried out in 2021 and these are now being assessed again as required under the regulations.

## NEW BUILD

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

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

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

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

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

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

## DECARBONISATION

We are committed to a policy that, where possible, all Council new build homes commenced will be either net zero carbon or EPC A rated. Where this is not possible we will build to EPC B rating. We are also committed to raising the standard of all our housing stock to an average of EPC C rating.

As at the end of Q3 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. New targets reflecting our priorities in relation to Climate Change are being proposed for 2024-25.

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

## **LINCARE CONTROL CENTRE**

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

At the end of Q3 the percentage of customers satisfied with their new Lincare Housing Assistance service connection to the Control Centre was 95.92%. This outturn is above the high target for the measure of 95%. A total of 105 surveys were distributed relating to new connections. 47 out of the 49 respondents were satisfied and two were not. All negative feedback is forwarded onto the Lincare Manager to review.

The percentage of Lincare Housing Assistance calls answered within 60 seconds in Q3 was 97.77%. This is above the low target for the measure of 97.5%.

## **Donald Nannestad Portfolio Holder for Quality Housing**

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# LANDLORD SERVICES – PERFORMANCE 2023/24

# APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Rents</b>									
125B (RC1)	% of rent collected as a percentage of rent due	99.91% (98.36%)	97.5%	96.81%	97.24% (97.67%)	100.46% (108.05%)			Rent collected YTD - £24,244,929.28
126 (RC2)	Arrears as a % of rent debit	3.40%	4.00%	3.83%	4.25%	2.86%			Current arrears - £933,515.17
<b>Voids</b>									
69 (HV1)	% of rent lost due to vacant dwellings	1.32%	1.00%	1.29%	1.15% (1.03%)	1.13% (1.07%)			
58 (HV2)	Average re-let period – All dwellings (excluding major works) – (days)	43.6 days	32 days	43.28 days	41.97 (40.05)	41.10 (38.43)			Minor re-lets YTD - 247
61 (HV3)	Average re-let period – All dwellings (including major works) – (days)	55.7 days	38 days	48.06 days	48.63 (49.61)	47.72 (45.50)			Minor & Major re-lets YTD - 370
<b>Allocations</b>									
85A	% of offers accepted first time	88.10%	85%	83.45%	85.17% (87.10%)	87.03% (91.59%)			
<b>Repairs (Housing Repairs Service)</b>									
29A (HM1a)	% of all priority repairs carried out within time limits (1 day)	99.51%	99.5%	99.55%	99.67% (99.75%)	99.45% (99.04%)			Priority Repairs completed – 3,252
32 (HM1b)	% of urgent repairs carried out within time limits (3 days)	93.67%	97.5%	92.06%	93.20% (94.22%)	89.49% (83.28%)			Urgent Repairs completed YTD – 4,700
33	Average time taken to complete urgent Repairs (3 days)	2.2 days	3 days	2.2 days	2.12 days (2.07)	2.18 days (2.28)			
34 (HM2)	Complete repairs right on first visit (priority and urgent repairs)	93.24%	92%	91.69%	92.75% (93.52%)	93.40% (94.32%)			
37 (HM4)	Repair appointments kept against appointments made (%) (priority and urgent repairs)	98.46%	97%	97.32%	96.92% (96.60%)	96.64% (96.24%)			Appointments Made YTD – 8,275  Appointments Kept YTD – 7,997

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
<b>Repairs (Aaron Services)</b>									
29B	% of all priority repairs carried out within time limits (1 day)	99.89%	99.5%	100.00%	100.00% (100%)	100.00% (100%)			Priority Repairs completed – 3,086
<b>Decent Homes</b>									
50 (HI1)	% of non-decent homes (excluding refusals)	0.81%	1.00% (year-end target)	1.35%	1.09%	0.86%			Non-Decent Homes excl. refusals - 67
48 (HI3)	% of homes with valid gas safety certificate	99.00%	99.00%	98.50%	98.52% (98.54%)	98.29% (97.83%)			Number of properties not accessed within the deadline date YTD - 93
<b>Complaints</b>									
22	% of complaints replied to within target time	63.43%	95%	20.65%	27.49% (35.44%)	32.51% (40.18%)			
	% of complaints replied to in line with Corporate policy	100.00%	-	100.00%	100.00%	100.00%			
<b>ASB</b>									
89	% of ASB cases closed that were resolved	99.57%	94%	100.00%	98.55% (97.01%)	98.97% (100%)			Number of ASB closed YTD - 193
90	Average days to resolve ASB cases	42.9 days	70 days	44.3 days	46.2 days (48.3)	44.1 days (39.1)			
<b>Other</b>									
	Expenditure against target set for year – responsive maintenance	98.24%	100% (year-end target)	13.40%	28.75%	62.53%			Approved Budget - £7,759,770 Actuals YTD - £4,852,125 Projected Outturn - £7,862,834
	Expenditure against target set for year – capital programme	100.00%	100% (year-end target)	6.92%	30.47%	41.94%			Budget - £16,759,682 Actuals - £7,028,654 Projected Outturn - £16,759,682
<b>Customer Contact</b>									
	% of calls answered within 90 seconds	11.70%	80%	Data not available	33.7%	26.4%			In addition to pressure on the contact centre caused by Storm Babet, there

PI	Description	Actual 22/23	Target 2023/24	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	Status (R,A,G) *Blue = No target	Additional comments
									were three instances in Quarter 3 when the telephone system would not allocate calls. These system faults resulted in CSAs being unable to answer calls despite seeing them queuing. In one of these instances the telephone system was shut down temporarily in order to fix the issue.

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**SUBJECT: TENANCY STRATEGY**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: PAULA BURTON, ASSISTANT DIRECTOR OF HOUSING MANAGEMENT**

## **1. Purpose of Report**

- 1.1 For Housing Scrutiny Sub Committee to consider the contents of this report and the Tenancy Strategy before it proceeds to Executive Committee.

## **2. Background**

- 2.1 The Localism Act 2011 introduced a number of changes for social housing, including the requirement for local authorities to produce and publish a Tenancy Strategy for their area.
- 2.2 The main purpose of a Tenancy Strategy is to make best use of existing housing stock with mechanisms such as flexible tenancies, succession rights and affordable rented tenures.
- 2.3 The strategy sets out City of Lincoln Council's (CoLC) preferred approach to managing existing registered providers housing stock. The legislation clearly states that Registered Providers should "have regard" to the Local Authority Strategies when developing their own Tenancy Policies. However, the Strategy has no statutory weight, but can help to guide Registered Providers to achieve a consistent approach across the sector to ensure best use of housing tenures.
- 2.4 In 2013, City of Lincoln Council, North Kesteven District Council and West Lindsey District Council produced a joint Central Lincolnshire Tenancy Strategy. This strategy set out the differing approaches across each district and aligned the authorities across the housing market area within one strategy.
- 2.5 After discussions with North Kesteven District Council and West Lindsey District Council it was agreed that each local authority would introduce individual Tenancy strategies due to the variety of registered providers operating across the districts and that each Local Authority may need to take differing approaches due to not all being stock holding authorities.
- 2.6 This review provides City of Lincoln Council the opportunity to reflect the previous strategy and ensure the right tenancy strategy and variances based on housing need is in place for the City of Lincoln.
- 2.7 The Localism Act 2011 states that new strategies must be consulted with known registered providers with housing stock within the area. A consultation of the draft strategy was sent out to all known Registered Providers operating within the City during December 23. This approach is to assist with comparing the previous

strategy, but also to validate that Registered Providers have been all operating in a similar way for a consistent approach across the sector.

- 2.8 Responses received as part of the consultation are within Appendix 2. It should be noted that only certain providers have responded and we will continue to chase for feedback leading up to the final draft strategy being presented to Executive.

### **3. City of Lincoln Council Tenancy Strategy**

- 3.1 The Tenancy Strategy specifies the different registered providers operating within the City and the types of tenures which are being used when housing tenants. The strategy provides a framework of which tenancies Registered Providers will grant and the exceptions to granting, for example a licence to occupy.
- 3.2 The strategy ensures that Registered Providers are providing tenancies compatible with the purpose of the accommodation provided, considering the housing needs of individuals and households, sustainability of the community and making best use of housing stock.
- 3.3 This strategy takes a simpler approach to the mechanisms available within the Localism Act 2011 and focuses on the following areas:
- Fixed/Flexible Tenancies
  - Reviewing fixed tenancies
  - Starter/ Introductory tenancies
  - Assured Tenancies
  - Secure tenancies
  - Non-secure tenancies
  - Licenses
  - Family Intervention tenancies
  - The use of Demoted tenancies
  - Existing social tenants, security of tenure
  - Succession
  - Affordable Rent
  - Intermediate Rent
  - Tenancy reviews
- 3.4 The draft tenancy strategy is attached as Appendix 1 for reference.
- 3.5 The Tenancy Strategy will be reviewed every three years to ensure compliance with current legislation and as part of a validation exercise to ensure Registered Providers are letting homes in line with the Tenancy Strategy. This three year review will include checking Registered Providers policies to ensure they meet the Housing Strategy. If there are minor housekeeping changes, it is suggested, that these be delegated to the Director for Housing and Investment and the Housing Portfolio member for approval. The strategy can also be updated at any time through the usual governance process should new legislation or guidance be issued that would have an impact on the strategy.

## **4. Strategic Priorities**

### **4.1 Let's reduce all kinds of inequality**

This Strategy will support registered providers, tenants and potential applicants on the housing register to be aware of the types of tenure available to them. Reducing inequality forms part of the processes being followed by the Local Authority and Registered Providers when allocating housing via Lincs Homefinder.

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

The Tenancy Strategy states the different tenancy types and the security of tenure attached to each which would be expected of a registered provider. Publishing this information enables registered providers, applicants and tenants to be clear on the tenure types which should be used. This strategy also sets out how City of Lincoln Council would like to see Registered Provider partners making best use of their existing housing stock and in turn going some way to meeting the housing need of the residents.

## **5. Organisational Impacts**

### **5.1 Finance**

There are no direct financial implications relating to this strategy.

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

There are no legal implications specifically for the implementation of this strategy, However, it should be noted that a tenant will sign up to the terms set out in their tenancy or licence, and any variations should be explained by the registered provider to the tenant and understood before the tenancy or licence is signed.

There are no procurement implications with the introduction of this policy.

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

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

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

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

This Tenancy Strategy details the tenure types available across the City by which Registered Providers and how these tenures are managed. Equality, Diversity and Human Rights form part of the processes being followed and housing is based on criteria set out within Lincs Homefinder based on housing need or internal policies and processes where direct lettings may take place.

An Equalities Impact Assessment has been completed for this strategy and is attached as Appendix 4. No negative impacts have been identified.

#### **5.4 Human Resources**

No known staffing impacts. This strategy is for Registered Providers to “have regard to” when implementing their own Tenancy Policies as per the Localism Act 2011 and so no resource is required to deliver this strategy. Reviewing the strategy when required will be delivered within the Housing Strategy and Investment Manager role.

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

The strategy advises registered providers, tenants and applicants of the tenancy types and licences operating within the City.

#### **5.6 Corporate Health and Safety Implications**

The strategy does not have any known corporate health and safety implications.

### **6. Risk Implications**

#### **6.1 (i) Options Explored**

##### **Revised Tenancy Strategy Not Introduced**

The Central Lincolnshire Tenancy Strategy is no longer updated centrally and therefore should not be relied upon. Failure to introduce a revised strategy could result in CoLC not meeting all terms of the Localism Act 2011.

##### **Implement Tenancy Strategy (Preferred Option)**

The introduction of the revised Tenancy Strategy provides a clear and useful strategy for all Registered Providers operating within the City to ‘have regard’ to the CoLC’s strategies when delivering their tenancy policies.

### **7. Recommendation**

#### **7.1 To consider the contents of the Tenancy Strategy before it progresses to Executive Committee for approval.**



<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	4
<b>List of Background Papers:</b>	None
<b>Lead Officer:</b>	Paula Burton Housing Strategy and Investment Manager <a href="mailto:Paula.burton@lincoln.gov.uk">Paula.burton@lincoln.gov.uk</a>

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## Appendix A

# Tenancy Strategy 2024



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## 1. Introduction

The Tenancy Strategy provides a framework for tenancies provided by the Council and guides the individual tenancy policies adopted by Registered Providers operating within the City of Lincoln.

City of Lincoln Council is a Local Housing Authority and in line with the Localism Act 2011 section 150, has a duty to produce a tenancy strategy.

The Localism Act 2011 introduced reform of social housing, which included:

- Registered Providers to be able to offer Fixed Term Tenancies
- Councils able to devise their own Allocations Policies to meet local needs
- The ability for Councils to place homeless households in suitable private rented accommodation
- New social housing developments to include Affordable Rent of up to 80% market rent
- Registered Providers being required to adopt and publish a Tenancy Policy
- Councils being required to consult on, adopt and publish a Tenancy Strategy
- The introduction of Affordable Rents and Fixed Term Tenancies has implications for tenants who wish to Mutual Exchange
- Changes to the rights of Succession limiting those able to succeed to a Tenancy on the death of the tenant.

This City of Lincoln Council Tenancy Strategy replaces the Central Lincolnshire Tenancy Strategy published in 2013. A review of the previous strategy has been completed and can be found in appendix 1.

This City of Lincoln Tenancy Strategy sits alongside the Housing Strategy, Homelessness Strategy, and the Lincs Homefinder Policy. In the context of meeting housing need, it sets out the matters to which the Council and Registered Providers will have regard to when preparing their policies relating to:

- The type of tenancies they grant.
- The circumstances in which they will grant different types of tenancy.
- The length of any fixed term tenancies.
- The circumstances in which a further tenancy may be granted at the end of a fixed term tenancy.

The Tenancy Strategy applies to Social and Affordable Rent housing and does not cover non-rental forms of affordable housing or homes in the private rented sector.

## 2. Aims and Objectives

The three main aims of the strategy are:

- To make the best use of the affordable housing stock
- To reduce under-occupancy
- To reduce overcrowding



The Tenancy Strategy is aimed at providing clarity on the Council's expectations when determining the types of tenancy offered by Registered Providers and in what circumstances particular tenancy options may be chosen.

The strategy provides Registered Providers with guidance to inform their policies and practices. It also contributes to meeting the identified housing need within the City. The key objective of the strategy is to ensure the social housing stock is used in the best possible way to provide homes for those households who are unable to secure or afford a home that meets their needs in the private sector.

Registered Providers in the past have been required to offer the most secure form of tenure to their tenants, with a variety of tenancies being used, none of which had a fixed term.

Under the government reform in 2011, it was recognised that these tenancies are not always appropriate as people's circumstances often change. This led to the introduction of flexible tenancies whereby a Registered Provider can determine the length of a tenancy given to a new tenant.

Registered Providers must have in place a tenancy policy which sets out what type of tenancies they will offer, how they will be managed and if they are offering fixed-term tenancies, how they will either be renewed or terminated at the end of the fixed term.

Each Registered Provider must have regard to this strategy when formulating and applying their own tenancy policies.

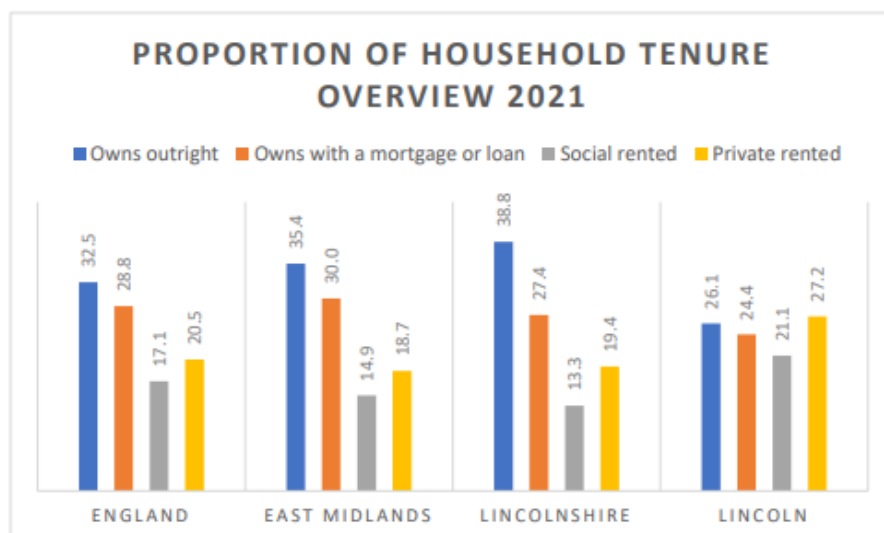
### **3. Why is it important to make best use of existing social housing stock?**

Access to the private rented sector has become more restrictive for people on low incomes and benefits since changes to the Local Housing Allowance and wider welfare and policy reform. This has led to higher demand for social rented properties and in turn leads to the supply of affordable housing being limited. For this reason, it is important that the stock that is available is being used to its full potential in order to assist those people who are not able to afford to rent or buy in the private sector.

For example, if used effectively, flexible tenancies can give housing providers more scope to better manage under-occupancy within their stock. This can be achieved through supporting households to move to more appropriately sized accommodation if they are suitable to be moved.

### **4. City of Lincoln Council Environment - Local Context**

In order to inform the tenancy strategy, how to implement the Localism Act 2011 within City of Lincoln, local context needs determining to ensure maximum impact can be achieved. The below table highlights the percentage of social housing available in City of Lincoln and assists in highlighting the importance of making the best use of the limited social housing stock available.



	Lincoln	CIPFA Mean
<i>Owns outright</i>	26.1	32.0
<i>Owns with a mortgage or loan</i>	24.4	27.5
<i>Social rented</i>	21.1	17.5
<i>Private rented</i>	27.2	22.2

City of Lincoln has 45,870 dwellings (2023 Valuation Office Agency) and 42,510 households (2021 census). Lincoln has a population of 103,813 people and its population has grown by 1% per annum since 2011, which is almost double than the national growth rate. With the increase in population, housing demand will continue to rise.

Lincoln also has a significantly higher proportion of social rented (second highest at 21.1%) and private rented (27.2%) households than the average of all CIPFA comparators (17.5% for social rented and 22.2% for private rented).

The Council has a total rented housing stock of 7,800 dwellings which is 17% of housing within the City. This makes the City of Lincoln Council the majority stock holder for social housing in the City. The remaining 4.1% social housing provision is provided by registered providers and whom play an important part in the supply and delivery of future affordable housing within the City.

Although City of Lincoln Council have a higher proportion of LA properties compared to nationally, we have a higher demand for people to access affordable and social housing due to lower wage, higher deprivation and limited access to purchasing own home. High levels of student accommodation increase the private rented level compared to nationally however, this often limits availability of private sector rents and pushes rent levels higher than other local districts and the LHA.



## 5. Overcrowding and Under-occupancy:

The Central Lincolnshire Housing Needs Assessment 2020 suggested only 2% of people across the Housing Market Area live in an overcrowded household. In contrast, 43% of people live in a home, which has an excess of two or more bedrooms.

Due to the Welfare Reform Act 2012, families are no longer supported with the rent due on accommodation larger than they require through housing benefit. However, as this does not apply to people of a pensionable age, it is assumed under occupancy in affordable housing is within the older age bracket.

Ensuring that people are suitably housed can free up larger family properties within the area and go some way to meeting the housing need. City Of Lincoln Council will be working with Registered Providers to encourage downsizing scheme opportunities.

## 6. Affordable housing need

The Housing Needs Assessment commissioned during 2023 identified there is a requirement for an additional 164 affordable homes each year across City of Lincoln. Tenure split of 80% rented and 20% affordable home ownership products including First Homes.

Tenure	CITY OF LINCOLN	Central	North	South
Social/Affordable rented	80.8%	78.7%	82.2%	81.0%
Affordable home ownership	19.2%	21.3%	17.8%	19.0%
Total	100.0%	100.0%	100.0%	100.0%
<b>Annual net need</b>	<b>164</b>	<b>57</b>	<b>83</b>	<b>24</b>

## 7. Consultation

The strategy has been prepared in line with Section 152 of the Localism Act in consultation with Registered Providers and other key stakeholders. Every Registered Provider has been sent a copy of the proposed strategy and given the opportunity to give their views for consideration before the Strategy was adopted. Appendix 2 provides details on the consultation response from registered providers.

The Strategy will be published on the Councils website for anyone wishing to view it.

## 8. Objectives of the Tenancy Strategy

This strategy will be delivered through City of Lincoln Council working together with Registered Providers and other stakeholders to ensure the key principles of the strategy are embedded in order to address the issues raised.

Registered providers must have in place a tenancy policy which sets out what type of tenancies they will offer, how they will be managed and if offering fixed-term tenancies, how they will either be renewed or terminated at the end of the fixed term.





There are a range of tenancy types available providing varying degrees of security for tenants whilst ensuring effective use of the social housing stock to meet local housing need. A summary of the differences between the various tenancy types is included at appendix 3. The main types of tenancies used by Registered providers in Lincoln include:

### **Fixed Term (Flexible) Tenancies**

A flexible tenancy is a tenancy that has a fixed term. These will be longer than private rented tenancies offered to tenants who rent in the private sector but are different from lifetime tenancies, which were previously in place for tenants of social housing.

Tenants with a flexible tenancy will maintain the same rights as secure tenants including right to buy (following qualifying period, as with secure tenants) but gives opportunity to review tenancies to ensure the property is still meeting the tenants needs.

City of Lincoln Council supports the use of fixed term tenancies to ensure social housing stock is available for those who need it most should a households circumstances change.

Where Registered Providers decide to use fixed term tenancies the following should be taken into account.

- Fixed Term Tenancies should be for a minimum of 5 years, with consideration given for longer periods of time in specific circumstances. In particular, longer Fixed Term Tenancies should be considered for families with young children, older households and for vulnerable tenants who would benefit from the increased stability offered.
- Shorter Term Tenancies (2 years) should only be used in exceptional circumstances, for example; where the accommodation is only intended to be short term or where there have been significant previous tenancy breaches
- All prospective tenants should be given clear information on the type of tenancy that is being offered, the reasons for offering that type of tenancy and how the process for reviewing fixed term tenancies.

### **Reviewing Fixed Term Tenancies**

If Registered providers are offering fixed term tenancies, their tenancy policies should include the process for reviewing a fixed term tenancy, detailing how frequently a fixed term tenancy will be reviewed and what factors will be considered as part of that review.

Reviews should include information on the tenants:

- Financial situation
- Conduct
- Employment
- Need for adaptations
- Type and suitability of property



- Over or under occupation.

Extensions to tenancies should be for at least 5 years. Where a review has taken place and the decision is taken for the tenancy to be terminated, the Registered Provider must:

- Give the tenants a minimum of 6 months' notice.
- Inform the tenants of the reasons why a new tenancy is not being granted.
- Inform the tenant of their right to a review of the decision.

Registered Providers are also expected to:

- Inform their housing team of the termination and work with them to put a move-on plan in place.
- Assist the household to find suitable alternative accommodation.
- If alternative accommodation cannot be sought, the RP must inform City of Lincoln Council Housing Solutions Team of the termination and this must be no less than 56 days before the termination.

Circumstances that would trigger an early Tenancy Review include:

- A change in the household that results in a person who is named on the tenancy no longer residing in the property. The review will need to assess the suitability of the property;
- If a request for an adaptation to the property is received. The review will highlight if the property is no longer suitable for the household and if finding alternative accommodation would be a better solution.
- A breach in the tenancy conditions by the tenant

### **Starter (Assured Shorthold – Housing Association) & Introductory (Local Authority) Tenancies**

Introductory or starter tenancies should be provided to all new social housing tenants and should be for at least a 12 month period and for up to two years with a view to extending or reverting to an assured tenancy if there has been no tenancy breaches within that time period. This includes where the tenant has not held a tenancy with the Registered Provider before or it is deemed appropriate due to other reasons e.g. previous anti-social behaviour problems or rent arrears.

They should not be used where a tenant is transferring within RP stock or from RP to RP housing. The starter / introductory tenancies offer greater security of tenure than an assured shorthold tenancy, which are offered for 6 months as standard.

### **Assured Periodic Tenancies**

Assured Periodic Tenancies which are offered by Registered Providers are like the secure tenancies offered by the Council in many respects. Assured periodic tenants do not have the same extent of rights enshrined in law that secure tenants do.

These are the equivalent of lifetime tenancies for other registered providers including a housing association and are given to most tenants at the end of their starter



tenancy. There are specific requirements to comply with if the Registered Provider wanted to recover possession of the home which they would only do for good reason. There are several mandatory and discretionary grounds for possession.

Assured tenancies should be provided for existing tenants of social housing (tenancies starting before 1 April 2012) when moving within the social sector.

Assured tenancies should also be provided for:

- Sheltered, warden assisted or Extra Care accommodation designated for older people;
- People who have reached state retirement age who occupy a general needs property;

Assured tenancies should be offered when the need of the tenant is seen as lifelong and no change would come from reviewing the tenancy at any point. If other tenancy types other than the above are to be offered, they must be explicitly listed within the Registered Provider tenancy policies and they should adhere to those policies at all times.

### **Secure 'lifetime' tenancies**

Secure tenancies can only be offered by a Local Authority. Where the local authority has decided to introduce an introductory tenancy scheme the tenant must, (unless immediately prior to their new Council tenancy they were either a secure tenant with another council or an assured tenant of another social housing provider), complete an initial 12-month probationary tenancy satisfactorily, before being granted a secure tenancy.

Secure tenancies are the most common form of tenancies provided by Local Authorities. The definition of a secure tenancy and the rights of secure tenants is derived from Part 4 of the Housing Act 1985 (HA 1985)

Secure tenants have an extended range of rights which are enshrined in law and they can remain in their home for as long as they wish. The Council can only secure possession of the property on certain specific grounds for possession. The Council would need to prove the ground for possession and the Court would have to be satisfied on the balance of probabilities that the ground had been proven and, in most circumstances, that it was reasonable to grant a possession order. In some instances, the granting of a possession order would be subject to suitable alternative accommodation being made available.

### **Non -Secure Tenancies**

The Council can create non-secure tenancies to deliver their homelessness duties under Part 7 of the Housing Act 1996 (paragraph 4, schedule 1, Housing Act 1985).

Non-secure tenancies are given by the Council when a homeless household is placed in temporary accommodation owned by the Council by virtue of Homelessness legislation.



Non-Secure tenancies do not have all the rights that secure tenants have including the Right to Buy, Right to Exchange, Right to Succession, Right to Take in Lodgers or to Sublet.

## **Licences**

Registered Providers may grant licences for lettings where there is not exclusive possession of a dwelling or part of a dwelling and/or for temporary accommodation is required. They may also grant licences of properties into which an existing tenant moves temporarily because they cannot remain in their permanent home for reasons including:

- Planned major repairs/improvements.
- Fire, flood, natural disaster, or similar event.

This strategy supports the use of licences by registered providers when temporary or move on accommodation is required.

## **Family Intervention Tenancies**

Family Intervention Tenancies may be granted in certain circumstances where the tenant requires behaviour support services. These are issued as part of a package of measures to prevent and tackle anti-social behaviour and promote community sustainability to families who would otherwise face eviction from their existing tenancies

## **Demoted tenancies**

Demoted Tenancies were introduced in the Anti-Social Behaviour Act 2003, enabling housing providers to demote a tenancy to help manage and control the antisocial behaviour.

The creation of a demoted tenancy is an alternative to eviction and the Council and Registered Providers use demoted tenancies as a positive tool to deal effectively with incidents of anti-social behaviour in a targeted and supportive way.

The tenancy will normally remain demoted for a period of one year and will then revert to a periodic secure or assured tenancy. If there are any further breaches during the 12 months demotion, and the landlord issues possession proceedings, the tenancy will remain demoted until one of the events in subsection 143B (4) of the Anti-Social Behaviour Act 2003 occurs.

## **Domestic Abuse Act 2021**

The Domestic Abuse Act 2021 places a duty on local housing authorities in England to offer secure tenancies to lifetime secure tenants who are changing tenancy for reasons connected to domestic abuse.

Registered Providers must have regard to this legislation when producing or reviewing their Tenancy Policies.



## **Tenancies and Minors**

A person under the age of 18 years cannot hold a legal tenancy. In these circumstances where accommodation is essential, the Council and Registered Providers will need to make special arrangements depending upon the individuals concerned, their age and the circumstances they have.

## **Existing Social Housing Tenants**

One of the main objectives of this strategy is to address under-occupancy in social housing by encouraging existing tenants to transfer and exchange, as appropriate. City of Lincoln already encourage people to move, such as incentive schemes and giving applicants who are under-occupying additional priority for rehousing. Mobility amongst tenants is also promoted where they need to move to give or receive support or to obtain employment. However, we do not want to deter people from obtaining a more suitable property due to the threat of a 'less secure tenancy.'

Existing social housing tenants should not be deterred from transferring to accommodation that is more suitable so existing tenants should be given the same security of tenure when transferring between properties.

## **Succession**

The Localism Act gave Registered Providers increased discretion regarding the succession of tenancies. Previously, any family member living at the property for more than 12 months could succeed to the tenancy. However, tenancies created after the Localism Act came into force led to no family member right of succession unless expressly stated in the tenancy agreement.

City of Lincoln Council recommend one succession per tenancy for spouse or civil partner, or person living with them as their spouse or civil partner.

Should an RP wish to offer succession to others outside of the requirements set out in the act, this must be within their policies. Alongside that, it would also be recommended to RP's that exceptional circumstances can be accounted for to give flexibility if it is required and where there is a risk of homelessness should a succession not be granted.

## **Affordable Rent**

Affordable rent was introduced as an alternative to social rent to help fund new development. Social rented housing has a rent level determined through the National Rent Regime. Affordable rented housing is not subject to the new National Rent Regime and rents can be set at a level of up to 80% of the market rent.

The concept of affordable rent was introduced as an alternative to social rent to help fund development of new affordable housing.

All Registered Providers who have entered into a contract with the Homes England will be able to charge affordable rents. City of Lincoln Council through the Central Lincolnshire Local Plan support the delivery of affordable rented properties on all new build affordable housing.



Alongside this, as Registered Providers can raise additional capital to invest in new affordable housing on units that are affordable rent, conversion of properties from social rent to affordable rent is also supported, as long as this does not breach existing S106 agreements already in place for specific developments.

### **Intermediate Rents**

Where a Registered Provider wishes to charge an intermediate rent, it will be discussed and agreed as part of the negotiations for Section 106 obligations. Part of these negotiations will require the City of Lincoln Council to consider whether it is appropriate to charge this level of rent for the type of development and its location.

### **Tenancy Reviews**

It is expected that where flexible tenancies are given the housing provider should expect to renew or extend the tenancy unless the household does not meet the criteria. It is not the intention of the local authority to increase the churn in the housing stock: it is more sustainable to keep households in a settled environment and allow them to engage and develop established communities.

Tenancies should only be ended if there has been a significant change in circumstances for the household or there has been a breach of the tenancy agreement whereby all other options for dealing with the breach have been exhausted. When a fixed-term tenancy is in place, we would expect a review to take place 12 months prior to the end of the tenancy. This review must include the following:

- Financial assessments of the household to decide if they would be able to afford housing the private sector. This assessment needs to ensure that it doesn't discourage the household from working.
- The conduct of the tenant, including if they have integrated into the community successfully, have they caused any anti-social behaviour? Do they have any rent arrears?
- Are there any children living in the property? Are these of school age? Do they attend the local school?
- The let ability of the property and if the house is in what is considered as a hard to let area.
- The current need of the household and if the property is still suitable for the household. Is the property now too big or too small for the household?
- The availability of housing in the appropriate area for the household.
- The consideration of any Section 106 agreements or local lettings policies directly related to their current dwelling or development.

If the review has highlighted that the household require an extension to the tenancy, we would recommend another five-year tenancy be put in place.





## 9. Monitoring and Review

To ensure the correct governance is in place, the strategy will be reviewed every three years with a new version adopted at review.

City of Lincoln Council will work in partnership with Registered Providers to ensure best use is made of housing stock, new affordable housing is developed and affordable housing options are available for residents of City of Lincoln.

## 10. Equality Impact Assessment

Equality and inclusion are at the heart of City of Lincoln Councils vision and core values. We recognise that inequality continues to affect different people and communities in different ways. We are committed to creating and sustaining a modern and supportive working environment for our tenants and employees

The Tenancy Strategy is supported by accompanying procedures including Lincs Homefinder which consider protected characteristics and equality of opportunity when assessing an applicant for housing.

## 11. Registered Providers Policies

The list below shows the registered housing providers operating within the City of Lincoln. They can be contacted for copies of their individual tenancy policies.

- Acis Group - [www.acisgroup.co.uk](http://www.acisgroup.co.uk)
- Abbeyfield [www.abbeyfield.com](http://www.abbeyfield.com)
- Bespoke Supportive Tenancies - [Bespoke Supportive Tenancies \(bestha.co.uk\)](http://Bespoke Supportive Tenancies (bestha.co.uk))
- Derwent Living - [www.derwentliving.com](http://www.derwentliving.com)
- City of Lincoln Council - [www.lincoln.gov.uk](http://www.lincoln.gov.uk)
- Framework - [Framework Housing Association | For Your Future \(frameworkha.org\)](http://Framework Housing Association | For Your Future (frameworkha.org))
- Inclusion - [Home - Inclusion Housing \(inclusion-group.org.uk\)](http://Home - Inclusion Housing (inclusion-group.org.uk))
- Lace Housing - [www.lacehousing.org.uk](http://www.lacehousing.org.uk)
- Leap - [www.leap.uk.com](http://www.leap.uk.com)
- Longhurst Group - [www.longhurst-group.org.uk](http://www.longhurst-group.org.uk)
- Ongo - [www.ongo.co.uk](http://www.ongo.co.uk)
- Places for People - [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)
- Platform Housing Group - [www.platformhg.com](http://www.platformhg.com)
- Progress - [Progress Housing Group | Progress Housing Group \(progressgroup.org.uk\)](http://Progress Housing Group | Progress Housing Group (progressgroup.org.uk))
- Sanctuary Housing - [www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk)
- Nacro – [www.nacro.org.uk](http://www.nacro.org.uk)
- YMCA - [www.lincsymca.co.uk](http://www.lincsymca.co.uk)

## 12. Risks

This section highlights possible risks that will arise from the implementation of this strategy and how we intend to manage those risks.



When a fixed term tenancy is being terminated and the tenants are given notice, there is a risk that a suitable property is not found. We have suggested a minimum 6 month period as this is seen as a long enough period to assist with finding a new home.

There is a risk that levels of homelessness would increase if reviews of tenancies are not done correctly. To ensure Registered Providers carry out reviews comprehensively and have procedures in place to maintain a constant approach to reviews.

Copies of all Registered Providers review procedures will be obtained. Good relationships with the City of Lincoln Council and communication throughout a review process is also essential.

### 13. Glossary

Term	Explanation
Affordable Housing	Housing options available to residents who cannot afford to rent or buy a home in the open market. Includes social rented housing, affordable rent housing and intermediate housing solutions, such as shared ownership. Affordable Rents offered by Registered Providers of social housing at up to 80% of the rent that would be charged if the property were let in the open market.
Affordable Housing Fixed-Term Tenancy	A tenancy with a fixed start and finish date.
Affordable Rent	Rents offered by Registered Providers of social housing at up to 80% of the rent that would be charged if the property were let in the open market.
Homes England	The national housing and regeneration agency for England, responsible for allocating funding for new affordable housing. Homes England is also the regulator of social housing providers.
Local Housing Allowance	The current form of housing benefit paid to people with low income who are renting in the private sector.
Local Housing Authority	The Council operating and providing housing with area i.e. City of Lincoln Council Housing Directorate.
Market Rent	The rental income that a property would command on the open market
Registered Providers	Organisations that provide affordable (of social housing) housing to those in need. Often these providers are housing associations.
Section 106 Agreement	Legal agreements made under Section 106 (S106) of the Town and Country Planning Act 1990. These agreements are used to enhance the quality of development, enabling proposals to go ahead where they might otherwise have been refused. They can include an obligation for a developer to deliver affordable housing.
Social Rent	Housing for which guideline target rents are determined through the National Rent Regime, aimed at helping people in housing need. Rents are usually significantly lower than market levels.
Strategic Housing Market Assessment	An assessment of how housing markets operate in defined areas, used to identify housing needs within that area.
Tenancy Policy	A Registered Provider's policy that defines how the provider will make decisions about the types of tenancy they will provide to tenants.



**Appendix 1 – Review of previous Central Lincolnshire Strategy to inform CoLC Tenancy Strategy**

<b>Strategy Area</b>	<b>Included in RP Policies</b>	<b>To be included in new strategy Y/N</b>	<b>Rationale for Inclusion / removal</b>
Flexible tenancies	Not all	Yes	Flexible tenancies are not included in all RP's policies. This is believed to be due to the amount of resource, management and reviews for these tenancies. CoLC support the use of these tenancies however allow RP's to determine the most appropriate mechanism for the control of flexible tenancies and reviews of those tenancies.
Starter / Introductory Tenancies	Yes	Yes	Starter tenancies are included in the majority of the RP policies. CoLC recognises the importance and need for these types of tenancies and supports the continued use.
Assured Tenancies	Yes	Yes	Assured tenancies are included in the majority of the RP policies. CoLC supports the continued use of these tenancies.
Existing Social Housing Tenants	Yes	Yes	Existing tenants have rights through the law if they remain in their properties. However, this strategy, reinforces the need to allow tenants to move to more suitable accommodation whilst maintaining security of tenure.
Succession	Yes	Yes	The right to succeed is included within the localism act. All RP's should include succession in their tenancy policies.
Affordable Rents	Yes	Yes	CoLC realise that affordable rents are more favourable to RP's due to the revenue it can bring in for maintenance and capital for future developments.



			Affordable rent is the most appropriate type of new affordable housing and the majority of RP's within in City of Lincoln will use this type of rent on all new build developments.
Adapted properties	No	No	RP's do not always hold a register and even though it would be preferred, it is understood this would be a huge task that may not hold as much value. When properties are relet homes should be reissued to make the best use out of adapted properties by incoming tenants. E.g. level access/wet rooms etc
Disposals	No	No	Not under the jurisdiction of CoLC to determine through this strategy and not required under the Localism Act. RP's would be recommended to hold a disposals policy and contact the LA first for any disposals for first consideration.
Discharging of homelessness duty	No	No	Legislation gives powers for this, no need to stipulate within this strategy.
Access to Housing Register	No	No	Captured within The Lincs Homefinder Policy
Intermediate Rents	No - Not Used by RP's	No	Intermediate rent is not acknowledged as a rent anymore within the new NPPF.



**Appendix 2** - City of Lincoln Tenancy Strategy – Registered Provider Consultation. RP's consultation responses (note will continue to be updated as responses received up to Exec date):

<b><u>Registered Provider</u></b>	<b><u>Fixed Term Tenancies</u></b>	<b><u>Starter/Introductory Tenancies</u></b>	<b><u>Assured Tenancies</u></b>	<b><u>Secure Tenancies</u></b>	<b><u>Affordable Rent</u></b>	<b><u>Succession</u></b>	<b><u>Existing Social Housing Tenants</u></b>	<b><u>Other tenancies used/Comments</u></b>
Acis Group Limited	Acis no longer offer fixed term tenancies. A number of fixed term tenancies remain in place, upon expiry new tenancies will be offered in line with our Tenancy Management Policy	Acis offer starter tenancies where the existing customer does not have a current tenancy with us. These tenancies are for an initial 12 month period, with the option to extend for a further 6 months where appropriate	Acis offers Assured tenancies on new tenancies where the customer is an existing tenant with an Assured tenancy. Successful starter tenancies convert to assured	No	Yes	Yes	Acis offer the same tenure security to existing customers moving to another property. Starter tenancies are offered where the customer is not an existing AGL customer.	
City of Lincoln Council	Not offered	Offered on all new tenancies, and roles to a secure tenancy after 12 months in no enforcement action has been	No	Yes	Affordable rent is used on new build stock and Property acquisitions	Yes	Security of tenure is offered for existing secure	Licences for temporary accommodation



<b><u>Registered Provider</u></b>	<b><u>Fixed Term Tenancies</u></b>	<b><u>Starter/Introductory Tenancies</u></b>	<b><u>Assured Tenancies</u></b>	<b><u>Secure Tenancies</u></b>	<b><u>Affordable Rent</u></b>	<b><u>Succession</u></b>	<b><u>Existing Social Housing Tenants</u></b>	<b><u>Other tenancies used/Comments</u></b>
		taken or extension to the Introductory Tenancy			subject to grant terms		tenants and assured tenants moving to CoLC housing	Non-secure tenancies  Demoted tenancies  Family Intervention Tenancies
Framework	Assured Shorthold Tenancies (for a fixed term of at least six months)	Not stated in policy	Where the stated aim of the scheme is to offer long-term housing, Framework reserves its discretion to grant an Assured Tenancy	No	Yes – where subject to grant terms	No	No	Licences
Inclusion Housing group	Assured Shorthold Tenancies (for a fixed term)	No	Yes	No	No	No	No	Supported provider
Lace Housing	Not Offered	Not Offered	Assured Shorthold	No	Offered on all new	Yes – subject to	Assured shorthold	Home ownership



<u>Registered Provider</u>	<u>Fixed Term Tenancies</u>	<u>Starter/Introductory Tenancies</u>	<u>Assured Tenancies</u>	<u>Secure Tenancies</u>	<u>Affordable Rent</u>	<u>Succession</u>	<u>Existing Social Housing Tenants</u>	<u>Other tenancies used/Comments</u>
			Tenancies offered to all new tenants		properties on Assured Shorthold tenancies.	tenancy and scheme details	tenancies offered	products offered in certain schemes with support if required.
LEAP	No	No	No	No	No			Excluded licences - LEAP considers excluded licence agreements as the preferred form of agreement as it gives the most flexible type of tenure allowing for a controlled move on from the service
Longhurst Group	Not offered for social housing stock, but used where Longhurst manage for-	Offered on all new tenancies, after 12 months, reverts to assured tenancy if no action has had to be taken.	Assured tenancies issued	No	Offered on all new build properties where it isn't specified as different in a S106.	Yes	Assured shorthold tenancies offered. Note - Protected assured tenancies	Equitable AST's for tenants under 18. AST's are also used where Longhurst manage the properties on



<u>Registered Provider</u>	<u>Fixed Term Tenancies</u>	<u>Starter/Introductory Tenancies</u>	<u>Assured Tenancies</u>	<u>Secure Tenancies</u>	<u>Affordable Rent</u>	<u>Succession</u>	<u>Existing Social Housing Tenants</u>	<u>Other tenancies used/Comments</u>
	for profit organisations						in place for large scale voluntary stock transfer. These are no longer issued but in existence.	behalf of someone else.
ONGO	Included in the policy but not used as standard, will only use in conjunction with LA area and their relevant tenancy strategy.	Offered on all new tenancies, after 12 months, reverts to assured tenancy if no action taken.	Assured tenancies issued	No	Most properties let are a social rent due to historic stock transfer agreement with NLC but all new properties are affordable rented where applicable.	Yes	Assured shorthold tenancies offered	Family intervention tenancies to help tackle anti-social behaviour. AST fixed term tenancies.
Sanctuary Housing	Not detailed	Offered on new tenancies, after 12 months, reverts to	Assured tenancies issued	No	Yes	Yes	Not detailed	Lifetime tenancies offered on some units



<u>Registered Provider</u>	<u>Fixed Term Tenancies</u>	<u>Starter/Introductory Tenancies</u>	<u>Assured Tenancies</u>	<u>Secure Tenancies</u>	<u>Affordable Rent</u>	<u>Succession</u>	<u>Existing Social Housing Tenants</u>	<u>Other tenancies used/Comments</u>
		assured tenancy if no action taken.	(lifetime tenancy)					

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### Appendix 3 - Summary of Tenancy Rights

There are some differences in the types of tenancy offered depending on the type of Registered Provider you rent your home from and whether you are a new tenant or not.

	<b>Introductory Tenancies</b>	<b>Periodic Secure Tenancies</b>	<b>Fixed Term Secure Tenancies</b>	<b>Starter Tenancies</b>	<b>Assured Tenancies</b>
<b>Term</b>	New council tenants for 12 Months but can be extended for 6 months. Providing tenancy conditions met and possession proceedings have not been commenced before the end of the term then a Periodic Secure tenancy will normally be granted	Providing you comply with your tenancy conditions you can normally live in your property for the rest of your life	Recommended term of 5 years could be shorter at the discretion of the Landlord	New housing association tenants for 12 Months after which an assured or fixed term tenancy will be granted unless possession proceedings have been commenced or the starter tenancy has been extended	Providing you comply with your tenancy conditions you can normally live in your property for the rest of your life
<b>Rent</b>	Social Rents based on a national formula set by Government. Rent. Rent increases subject to 4 weeks' notice and a limit of CPI plus 1% per annum. Newer homes may be set at affordable rent at 80% of the market rent. Social Rents based on a national formula set by Government. Rent.	Social Rents based on a national formula set by Government. Rent. Rent increases subject to 4 weeks' notice and a limit of CPI plus 1% per annum. Newer homes may be set at affordable rent at 80% of the market rent.	Rent increases subject to 4 weeks' notice and a limit of CPI plus 1% per annum. Newer homes may be set at affordable rent at 80% of the market rent.	Rent rates are regulated by Regulator for Social Housing and may be social rent or affordable rent in line with the Rent Standard. Newer homes may be set at affordable rent at 80% of the market rent.	Rent rates are regulated by Regulator for Social Housing and may be social rent or affordable rent in line with the Rent Standard. Newer homes may be set at affordable rent at 80% of the market rent





	<b>Introductory Tenancies</b>	<b>Periodic Secure Tenancies</b>	<b>Fixed Term Secure Tenancies</b>	<b>Starter Tenancies</b>	<b>Assured Tenancies</b>
<b>Right to Exchange</b>	None	Statutory right to exchange tenancies. Can only be refused on certain grounds and	Statutory right to exchange tenancies. Can only be refused on certain grounds and	None	You can swap your home with another council or housing association tenant with 19 can be approved subject to conditions can be approved subject to conditions the permission of your landlord
<b>Right to Take in Lodgers</b>	None	Statutory right to take in lodgers providing overcrowding doesn't occur	Statutory right to take in lodgers providing overcrowding doesn't occur	Assured tenants can take in a lodger with consent.	Assured tenants have the right to take in a lodger
<b>Right to Sublet</b>	None	Statutory right to sublet part of the property providing overcrowding doesn't occur.	Statutory right to sublet part of the property providing overcrowding doesn't occur.	You may be able to sublet part of your home with consent from your landlord.	You may be able to sublet part of your home with consent from your landlord.
<b>Right to Repair</b>	Statutory Right to carry out certain specified repairs if they aren't completed within prescribed timescales. Compensation may be payable for ongoing delays.	Statutory Right to carry out certain specified repairs if they aren't completed within prescribed timescales. Compensation may be payable for ongoing delays.	Statutory Right to carry out certain specified repairs if they aren't completed within prescribed timescales. Compensation may be payable for ongoing delays.	You have a right to have certain repairs carried out within a reasonable timescale.	You have a right to have certain repairs carried out within a reasonable timescale.
<b>Right to Consultation</b>	Tenants consulted if Landlord is considering changing their landlord or changing the	Statutory right to be consulted on matters of housing management and	Statutory right to be consulted on matters of housing management and	Tenants consulted if Landlord is considering changing their landlord or changing the	Tenants consulted if Landlord is considering changing their landlord or changing the



	<b>Introductory Tenancies</b>	<b>Periodic Secure Tenancies</b>	<b>Fixed Term Secure Tenancies</b>	<b>Starter Tenancies</b>	<b>Assured Tenancies</b>
	management arrangements of their homes.	views considered before changes are made.	views considered before changes are made.	management arrangements of their homes.	management arrangements of their homes
<b>Right to Buy</b>	None, but length of tenancy as an introductory tenant counts towards qualification period and discount.	Statutory Right to Buy your home with discount after 3 years tenancy with some exceptions including those relating to special needs accommodation	Statutory Right to Buy your home with discount after 3 years tenancy with some exceptions including those relating to special needs accommodation	N/A	The Right to Acquire allows some housing association tenants to buy their home at a discount. You can apply to buy your housing association home if you've had a public sector landlord 20 for 3 years. There are some exceptions
<b>Right to Succession</b>	One statutory right to succession of the secure tenancy. Alternative accommodation may be offered in limited circumstances.	One statutory right to succession of the secure tenancy. Alternative accommodation may be offered in limited circumstances.	One statutory right to succession of the secure tenancy. Alternative accommodation may be offered in limited circumstances.	Normally one statutory succession. Check terms of tenancy which may vary.	Normally one statutory succession. Check terms of tenancy which may vary.
<b>Right to Improve</b>	No statutory right but may be allowed to carry out small improvements with landlord's consent	Statutory right to carry out certain improvements. Consent can be withheld in certain circumstances of granted subject to conditions.	Statutory right to carry out certain improvements. Consent can be withheld in certain circumstances of granted subject to conditions.	No statutory right but may be allowed to carry out small improvements with landlord's consent	right to carry out certain improvements. Consent can be withheld in certain circumstances of granted subject to conditions.
<b>Right to Compensation for Improvements</b>	None	Statutory right to compensation for	Statutory right to compensation for	None	Right to compensation for improvements the



	<b>Introductory Tenancies</b>	<b>Periodic Secure Tenancies</b>	<b>Fixed Term Secure Tenancies</b>	<b>Starter Tenancies</b>	<b>Assured Tenancies</b>
		improvements the tenant has carried out in certain circumstances	improvements the tenant has carried out in certain circumstances		tenant has carried out in certain circumstances

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# Equality with Human Rights Analysis Toolkit



## Appendix 4

The Equality Act 2010 and Human Rights Act 1998 require us to consider the impact of our policies and practices in respect of equality and human rights.

We should consider potential impact before any decisions are made or policies or practices are implemented. This analysis toolkit provides the template to ensure you consider all aspects and have a written record that you have done this.

If you need any guidance or assistance completing your Equality and Human Rights Analysis contact:

Corporate Policy Team - Email: [policy@lincoln.gov.uk](mailto:policy@lincoln.gov.uk)

Legal Services – Email: [louise.simpson@lincoln.gov.uk](mailto:louise.simpson@lincoln.gov.uk)

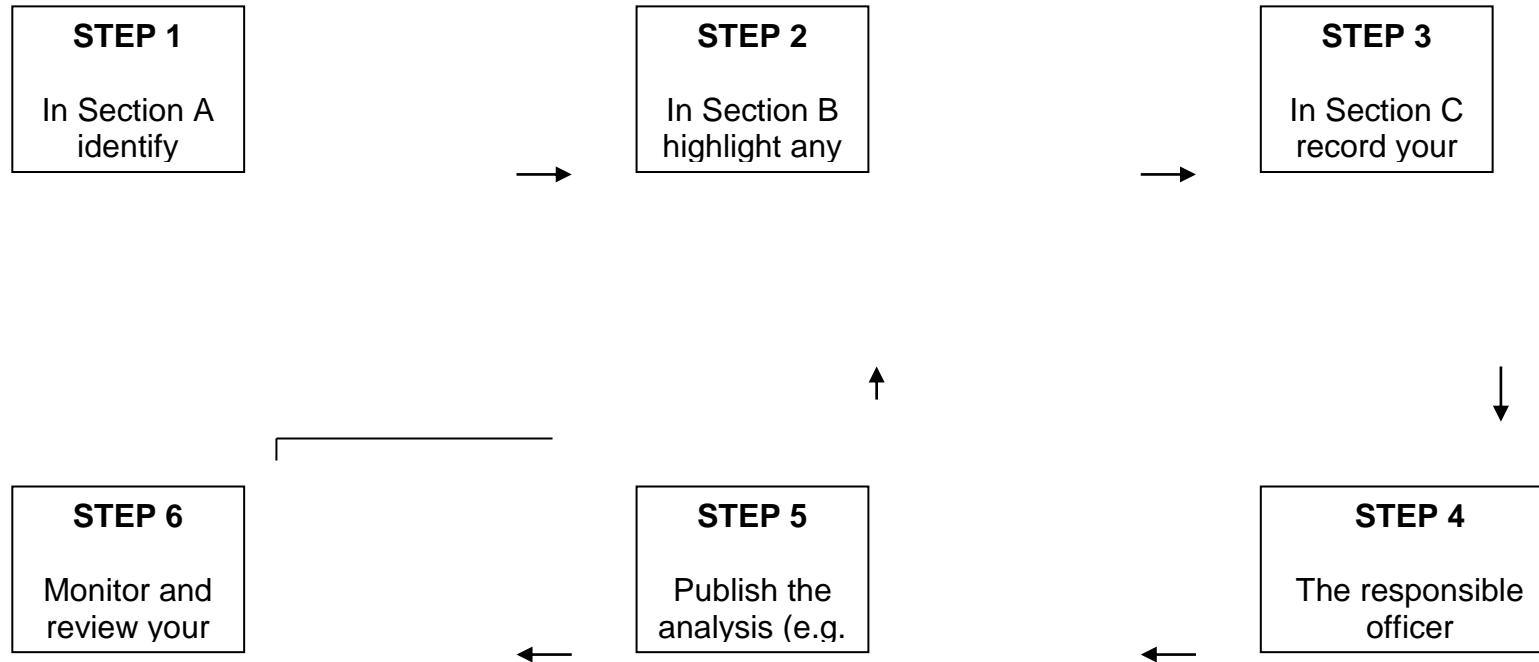
A diagram of the process you should follow is on page 2, and glossary and guidance to help you complete the toolkit can be found on pages 6-9.

100 Even after your policy, project or service has been implemented; it is recommended that analysis is undertaken every three years, and that this analysis is updated at any significant points in between. The purpose of any update is that the actual effects will only be known after the implementation of your policy, project or service. Additionally, area demographics could change, leading to different needs, alternative provision can become available, or new options to reduce an adverse effect could become apparent.

### Useful questions to consider when completing this toolkit

1. What is the current situation?
2. What are the drivers for change?
3. What difference will the proposal make?
4. What are the assumptions about the benefits?
5. How are you testing your assumptions about the benefits?
6. What are the assumptions about any adverse impacts?
7. How are you testing your assumptions about adverse impacts?
8. Who are the stakeholders and how will they be affected?
9. How are you assessing the risks and minimising the adverse impacts?
10. What changes will the Council need to make as a result of introducing this policy / project / service / change?
11. How will you undertake evaluation once the changes have been implemented?

## STEP BY STEP GUIDE TO EQUALITY ANALYSIS



\* Evidence could include information from consultations.

## SECTION A

Name of policy / project / service	City of Lincoln Council Tenancy Policy & Tenancy Strategy
Background and aims of policy / project / service at outset	<p>All registered providers including City of Lincoln Council are required to publish a tenancy policy to set out the types of tenancies being used when letting homes in line with the Localism Act 2011. This is to ensure tenancy types are known/transparent, comply with legislation, regulation and good practice. The City of Lincoln Council Tenancy Policy includes all tenure types currently being provided by City of Lincoln Council.</p> <p>City of Lincoln Council is a Local Housing Authority and in line with the Localism Act 2011 section 150, has a duty to also produce a tenancy strategy. The legislation clearly states that Registered Providers should “have regard” to the Local Authority Strategies when developing their own Tenancy Policies. However, the Strategy has no statutory weight, but can help to guide Registered Providers to achieve a consistent approach across the sector to ensure best use of housing tenures.</p> <p>The Tenancy Strategy is an informative guidance document, publishing tenancy types being used by Registered Providers and listing registered providers operating within the City of Lincoln</p> <p>The City of Lincoln Council Tenancy Strategy is intended to set out Council’s preferred approach to managing existing registered providers housing stock and to validate that the registered providers are issuing the correct tenure types within their registered provider status and terms. Copies of tenancy policies from the registered providers help to inform and shape this strategy. Annual asset portfolio details are also requested from registered provider to ensure up to date records are maintained on numbers of housing registered provider housing and tenure types these has been let on.</p> <p>This tenancy strategy replaces the joint Central Lincolnshire Tenancy Strategy which was published in 2013 due to each District now introducing its own strategy due to the differing operating environments across the district and not all being stock holding authorities.</p>
Person(s) responsible for policy or decision, or advising on decision, and also responsible for equality	The responsible person for the City of Lincoln Tenancy Policy, EIA review and validation is the Tenancy Services Manager in conjunction with Area Housing Managers, Housing Solutions Manager and the Housing Strategy and Investment Manager.

analysis	The responsible person for the Tenancy Strategy, EIA review and validation is the Housing Strategy and Investment Manager in conjunction with the Housing Solutions Manager.
Key people involved <i>i.e. decision-makers, staff implementing it</i>	Housing Strategy and Investment Manager, Tenancy Services Manager



## SECTION B

This is to be completed and reviewed as policy / project / service development progresses

	Is the likely effect positive or negative? (please tick all that apply)			Please describe the effect and evidence that supports this and if appropriate who you have consulted with*	Is action possible to mitigate adverse impacts?	Details of action planned including dates, or why action is not possible
	Positive	Negative	None			
Age			x	No Identified impacts	NA	
Disability including carers (see Glossary)			x	No identified impacts	NA	
Gender re-assignment			x	No identified impacts	NA	
Pregnancy and maternity			x	No identified impacts	NA	
Race			x	No identified impacts	NA	
Religion or belief			x	No identified impacts	NA	
Sex			x	No identified impacts	NA	
Sexual orientation			x	No identified impacts	NA	
Marriage/civil partnership			x	No identified impacts	NA	
Human Rights (see page 8)			x	No identified impacts	NA	

*\*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies*

Did any information gaps exist?	Y/N/NA	If so what were they and what will you do to fill these?
None at this stage	N/A	<p>The CoLC is to be published to offer transparency and guidance on tenure types provided by the council.</p> <p>The Tenancy Strategy has no statutory weight, but is to be used to help guide Registered Providers to achieve a consistent approach across the sector to ensure best use of housing tenures.</p>

## SECTION C

### Decision Point - Outcome of Assessment so far:

Based on the information in section B, what is the decision of the responsible officer (please select one option below):

- |   |                  |
|---|------------------|
|   | <b>Tick here</b> |
| • <b>No equality or human right Impact</b> (your analysis shows there is no impact) - sign assessment below                         | [ x ]            |
| • <b>No major change required</b> (your analysis shows no potential for unlawful discrimination, harassment)- sign assessment below | [ ]              |
| • <b>Adverse Impact but continue</b> (record objective justification for continuing despite the impact)-complete sections below     | [ ]              |
| • <b>Adjust the policy</b> (Change the proposal to mitigate potential effect) -progress below only AFTER changes made               | [ ]              |
| • <b>Put Policy on hold</b> (seek advice from the Policy Unit as adverse effects can't be justified or mitigated) -STOP progress    | [ ]              |

Conclusion of Equality Analysis (describe objective justification for continuing)	No negative E&D impacts identified. The strategy sets out the terms of tenure types and which registered providers are operating in the area. The award and type of tenancy/ licence issued to a tenant will be determined and allocated in line with the registered providers tenancy policy. It should also be noted that prior to the award of a tenancy this often includes nominations via the Lincs Homefinder Allocations policy which also has its own policy and EIA.
--	--

When and how will you review and measure the impact after implementation?*	EIA to be revisited every 3 years in conjunction with the Tenancy Strategy Review and City of Lincoln Tenancy Policy. Should any legislative changes occur during this time further reviews may take place earlier than the stated 3 years.
--	---

Checked and approved by responsible officer(s) (Sign and Print Name)	A Ripley	Date	11/01/2024
Checked and approved by Assistant Director (Sign and Print Name)	P Burton	Date	11/01/2024

When completed, please send to [policy@lincoln.gov.uk](mailto:policy@lincoln.gov.uk) and include in Committee Reports which are to be sent to the relevant officer in Democratic Services

The Equality and Human Rights Commission guidance to the Public Sector Equality Duty is available via: [www.equalityhumanrights.com/new-public-sector-equality-duty-guidance/](http://www.equalityhumanrights.com/new-public-sector-equality-duty-guidance/)

## **City of Lincoln Council Equality and Human Rights Analysis Toolkit: Glossary of Terms**

**Adult at Risk** - an adult at risk is a person aged 18 years or over who is or may be in need of community care services by reason of mental health, age or illness, and who is or may be unable to take care of themselves, or protect themselves against significant harm or exploitation.

**Adverse Impact.** Identified where the Council's operations has a less favourable effect on one or more groups covered by the Equality Act 2010 than it has on other groups (or a section of a group)

**Carer - see also disability by association.** A carer is a person who is unpaid and looks after or supports someone else who needs help with their day-to-day life, because of their age, long-term illness, disability, mental health problems, substance misuse

**Disability by association.** Non disabled people are also protected from discrimination by association to a disabled person. This might be a friend, partner, colleague or relative. This applies to carers who have a caring responsibility to a disabled person.

**Differential Impact.** Identified where a policy or practice affects a given group or groups in a different way to other groups. Unlike adverse impact, differential impact can be positive or negative.

**Disability.** It is defined under the Equality Act 2010 as 'having a physical or mental impairment which has a substantial and adverse long term effect on a person's ability to carry out normal day to day activities'.

*Physical impairment* is a condition affecting the body, perhaps through sight or hearing loss, a mobility difficulty or a health condition.

*Mental impairment* is a condition affecting 'mental functioning', for example a learning disability or mental health condition such as manic depression

**Diversity.** Diversity is about respecting and valuing the differences between people. It is also recognising and understanding the mix of people and communities who use services and their different needs.

**Discrimination.** Discrimination has been defined as 'the unequal treatment of individuals or groups based on less because of a protected characteristic – see protected characteristic. This includes discrimination by association, perception, direct and indirect discrimination.

*Example of discrimination:* An employer does not offer a training opportunity to an older member of staff because they assume that they would not be interested, and the opportunity is given to a younger worker

**Equality.** The right of different groups of people to have a similar social position and receive the same treatment:

**Equality Analysis.** This is a detailed and systematic analysis of how a policy, practice, procedure or service potentially or actually has differential impact on people of different Protected Characteristics

**Equality Objectives.** There are specific strategic objectives in the area of equalities and should set out what services are seeking to achieve in each area of service in terms of Equality.

**Equality of Opportunity.** Equality of opportunity or equality opportunities may be defined as ensuring that everyone is entitled to freedom from discrimination. There are two main types of equality encompassed in equal opportunities:

1. Equality of treatment is concerned with treating everyone the same. Thus, in an organisational context it recognises that institutional discrimination may exist in the form of unfair procedures and practices that favour those with some personal attributes, over others without them. The task of equal opportunities is therefore concerned with the elimination of these barriers.
2. Equality of outcome focuses on policies that either have an equal impact on different groups or intend the same outcomes for different groups.

**Evidence.** Information or data that shows proof of the impact or non impact - evidence may include consultations, documented discussions, complaints, surveys, usage data, and customer and employee feedback.

**Foster good relations.** This is explicitly linked to tackling prejudice and promoting understanding.

**General Equality Duty.** The public sector equality duty on a public authority when carrying out its functions to have 'due regard' to the need to eliminate unlawful discrimination and harassment, foster good relations and advance equality of opportunity.

**Gender reassignment.** The process of changing or transitioning from one gender to another – for example male to trans-female or female.

**Harassment.** This is unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment.

**Human Rights –** Human rights are the basic rights and freedoms that belong to every person in the world - **see below**

**Marriage and Civil Partnership.** Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters. Single people are not protected. Discrimination on grounds of marriage or civil partnership is prohibited under the Act. The prohibition applies only in relation to employment and not the provision of goods and services.

**Pregnancy and Maternity.** Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

**Protected Characteristics.** These are the grounds upon which discrimination is unlawful. The characteristics are:

- |                       |  |                                  |
|-----------------------|--|----------------------------------|
| • Age                 | • Race   | • Marriage and civil partnership |
| • Disability          | • Religion and belief (including lack of belief) | • Pregnancy and maternity        |
| • Gender reassignment | • Sex/gender                                     | • Sexual orientation             |

**Public functions.** These are any act or activity undertaken by a public authority in relation to delivery of a public service or carrying out duties or functions of a public nature e.g. the provision of policing and prison services, healthcare, including residential care of the elderly, government policy making or local authority services.

**Race.** This refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

**Religion or belief.** Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

**Section 11 of the Children Act.** This duty is a duty under the Children Act 2004 that requires all agencies with responsibilities towards children to discharge their functions with regard to the need to safeguard and promote the welfare of children. They must also ensure that any body providing services on their behalf must do the same. The purpose of this duty is that agencies give appropriate priority to safeguarding children and share concerns at an early stage to encourage preventative action.

**Sex.** It refers to whether a person is a man or a woman (of any age).

**Sexual Orientation.** A person's sexual attraction is towards their own sex; the opposite sex; or to both sexes: *Lesbian, Gay or Bisexual*

**Victimisation.** Victimisation takes place where one person treats another less favourably because he or she has exercised their legal rights in line with the Equality Act 2010 or helped someone else to do so.

**Vulnerable Adult.** A Vulnerable Adult is defined as someone over 16 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation'

## **Human Rights**

Human rights are the basic rights and freedoms that belong to every person in the world. They help you to flourish and fulfill your potential through:

- being safe and protected from harm
- being treated fairly and with dignity
- living the life you choose
- taking an active part in your community and wider society.

The Human Rights Act 1998 (also known as the Act or the HRA) came into force in the United Kingdom in October 2000. It is composed of a series of sections that have the effect of codifying the protections in the European Convention on Human Rights into UK law.

The Act sets out the fundamental rights and freedoms that individuals in the UK have access to. They include:

- Right to life
- Freedom from torture and inhuman or degrading treatment
- Right to liberty and security
- Freedom from slavery and forced labour
- Right to a fair trial
- No punishment without law
- Respect for your private and family life, home and correspondence
- Freedom of thought, belief and religion
- Freedom of expression
- Freedom of assembly and association
- Right to marry and start a family
- Protection from discrimination in respect of these these rights and freedoms
- Right to peaceful enjoyment of your property
- Right to education
- Right to participate in free elections

Many every day decisions taken in the workplace have no human rights implications. However, by understanding human rights properly you are more likely to know when human rights are relevant and when they are not. This should help you make decisions more confidently, and ensure that your decisions are sound and fair.

**HOUSING SCRUTINY SUB-COMMITTEE**

**11 MARCH 2024**

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

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

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

**1. Purpose of Report**

- 1.1 To present an outline draft work programme for 2024/25 (Appendix A).

**2. Background**

- 2.1 The draft work programme for 2024/25 will be circulated to the Chair and Vice/Chair of the Housing Scrutiny Sub Committee and the Chair/Vice Chair of Lincoln Tenant's Panel for individual input/comments, once the new membership of Housing Scrutiny Sub Committee is confirmed for the 2024/25 Municipal Year.
- 2.2 This work programme will then be further populated in accordance with any requests made by the Housing Scrutiny Sub Committees for topics of discussion and areas of preferred scrutiny. The work programme will be used as a working document and can be added to or amended at the Sub Committee's discretion at any time during the 2024/25 Municipal Year.
- 2.3 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and themed housing matters, to ensure that the work of this committee is relevant and proportionate.
- 2.4 A copy of the Terms of Reference for Housing Scrutiny Sub Committee is attached for information.

**3. Recommendation**

- 3.1 That the content of the work programme for 2024/25, to be further populated by Committee at the beginning of the 2024/25 Municipal Year, be noted.

<b>Access to Information:</b>	
Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised?	No
<b>Key Decision</b>	
<b>Do the Exempt Information Categories Apply</b>	No
<b>Call In and Urgency:</b> Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?	No
<b>Does the report contain Appendices?</b>	Yes
<b>If yes, how many Appendices?</b>	2
<b>Lead Officer:</b>	Ali Hewson, Senior Democratic Services Officer <a href="mailto:Alison.hewson@lincoln.gov.uk">Alison.hewson@lincoln.gov.uk</a>



**Housing Scrutiny Sub Committee Work Programme – Timetable for 2024/25**

**12 June 2024**

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair LTP	Regular report by MB
Quarter 4 (2023/24) – Performance Report	Michelle Hoyles	Regular Report
Quarter 4 (2023/24) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Policy Updates (TBC)	TBC	Reports as Required
Work Programme 2024/25	Ali Hewson	Regular Report

8 August 2024

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Performance Indicators (2024/25)Update – Quarter 1	Michelle Hoyles	Regular Report
Quarter 1 (2024/25) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Policy Updates (TBC)	TBC	Reports as Required
Work Programme 2024/25	Ali Hewson	Regular Report

Updated February 2024

November 2024

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Quarter 2 ( 2024/25) Performance Update	Michelle Hoyles	Regular Report
Quarter 2 (2024/25) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Policy Updates (TBC)	TBC	Reports as Required
Work Programme 2024/25	Ali Hewson	Regular Report

Updated February 2024

February 2025

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Review Update Report	Mick Barber, Chair of LTP	Reserved time for LTP topics
Policy Updates (TBC)	TBC	Reports as Required
Work Programme 2024/25	Ali Hewson	Regular Report

Updated February 2024

March 2025

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Matters	Mick Barber, LTP	Regular Update
Quarter 3 (2024/25) – Performance Report	Michelle Hoyles	Regular Report Quarterly
Quarter 3 (2024/25) Housing Finance Report	Laura Shipley/Adam Oxley	New Regular Quarterly Report
Setting of Performance Targets 2025/26	Daren Turner	Annual Review
Policy Updates (TBC)	TBC	Reports as Required
Report from PH Cllr Nannestad to Performance Scrutiny Committee	Cllr Nannestad	Annual Report
Work Programme 2025/26	Ali Hewson	Regular Report

Other Agenda topics to be scheduled into 2024/25 as appropriate.

- Complaints
- Lincoln Standard

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## **Appendix B**

### **Housing Scrutiny Sub-Committee (last revised on 17 May 2016)**

The Terms of Reference of the Housing Scrutiny Sub Committee are:

1. To inform Elected Members and Tenant Representatives on the development and implementation of the Housing Revenue Account Business Plan.
2. To monitor the performance and delivery of the Council's landlord services and functions.
3. To enable the Portfolio Holder and housing officers to brief and consult on any proposed policy and procedural changes that might affect the Council's housing scrutiny functions.

The Sub-Committee was established as a sub-committee of the Council's Performance Scrutiny Committee and be chaired by the Chair of the Performance Scrutiny Committee and that membership of the Group comprise:

Up to 6 elected members

Up to 4 tenant representatives (to be nominated by the Tenant Advisory Panel)

Whilst the Housing Portfolio Holder and any other Member of the Executive Committee cannot legally be a member of the sub-committee, they may be invited to the meetings when appropriate to ensure effective liaison and consultation.

In order to avoid duplication between the Housing Scrutiny Sub-Committee and the other three Scrutiny Committees it will be necessary for the three scrutiny committees to refer any specific housing landlord issues to this Sub Committee with the exception of the right to call-in decisions of the Executive Committee (in respect of any decisions relating to housing management functions) which should be retained by the Select Scrutiny Committee.

However, any report or recommendations of the Sub Committee will be reported directly to the referring Scrutiny Committee before going to the Executive for consideration.

The sub-committee should meet on an 8 weekly cycle.

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