



EXECUTIVE

Monday, 18 November 2024

6.00 pm

Committee Room 1, City Hall

Membership: Councillors Naomi Tweddle (Chair), Donald Nannestad (Vice-Chair), Sue Burke, Bob Bushell, Rebecca Longbottom and Joshua Wells

Officers attending: Angela Andrews, Democratic Services, Kate Ellis, Jaclyn Gibson, Daren Turner, Simon Walters and Carolyn Wheeler

A G E N D A

SECTION A	Page(s)
1. Confirmation of Minutes - 14 October 2024	3 - 6

2. Declarations of Interest

Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.

QUALITY HOUSING

3. Department of Housing and Investment Remedies Policy	7 - 24
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Minute Extract of Housing Scrutiny Sub-Committee 3.10.24 'To Follow'

CUSTOMER EXPERIENCE, REVIEW AND RESOURCES

4. Annual Complaints Performance and Service Improvement Report 2023-2024	25 - 58
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5. Unacceptable Customer Actions Policy	59 - 80
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Minute Extract of Housing Scrutiny Sub-Committee 3.10.24 'To Follow'

6. Quarter 2 2024-25 Operational Performance Report	81 - 150
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7. Financial Performance Quarterly Monitoring	151 - 184
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8. Treasury Management and Prudential Code Update Mid-Year Report - 30 September 2024	185 - 198
9. Setting the 2025/26 Budget & Medium Term Financial Strategy 2025/26- 2029/30	199 - 236
10. Strategic Risk Register Quarterly Review	237 - 240
11. Exclusion of the Press and Public	241 - 242

You are asked to resolve that the press and public be excluded from the meeting during the consideration of the following items because it is likely that if members of the press or public were present, there would be disclosure to them of 'exempt information'.

In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, notice is hereby given of items which will be considered in private, for which either 28 days' notice has been given or approval has been granted by the appropriate person specified in the Regulations. For further details please visit our website at <http://www.lincoln.gov.uk> or contact Democratic Services at City Hall, Beaumont Fee, Lincoln.

These items are being considered in private as it is likely that exempt information may be disclosed, as defined in Schedule 12A of the Local Government Act 1972. No representations have been received in relation to the proposal to consider these items in private.

SECTION B

CUSTOMER EXPERIENCE, REVIEW AND RESOURCES

12. Strategic Risk Register Quarterly Review	243 - 258
	[Exempt Para(s) 3]

QUALITY HOUSING

13. Opportunity to Acquire 9 x 3 Bed New Build Homes	259 - 282
	[Exempt Para(s) 3]