

HOUSING SCRUTINY SUB-COMMITTEE

Monday, 17 March 2025
6.00 pm
Committee Rooms 1-2, City Hall

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Liz Bushell, Natasha Chapman and Loraine Woolley
Substitute member(s):	Councillors Adrianna McNulty and Emily Wood
Also in Attendance:	Councillor Donald Nannestad, Portfolio Holder, Quality Housing
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:	Kevin Bowring, Paula Burton, Democratic Services, Matthew Hillman, Michelle Hoyles, Martin Kerrigan, Janine Mills, Daren Turner, Marianne Upton and Lara Wells

A G E N D A

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1. Confirmation of Minutes - 06 February 2025	3 - 12
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Lincoln Tenants Panel (LTP) Project Update	Verbal Report
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| 10. Report by Councillor Donald Nannestad, Portfolio Holder for Quality Housing | 103 - 106 |
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| 12. Exclusion of Press and Public | 117 - 118 |

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'.

SECTION B

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| 13. Technology to Monitor Alarms and Sensors | 119 - 124 |
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- [Exempt Para 3]**

Present: Councillor Gary Hewson (*in the Chair*),
Councillor Pat Vaughan, Councillor Alan Briggs and
Councillor Liz Bushell

Apologies for Absence: Councillor Natasha Chapman

44. Confirmation of Minutes - 25 November 2024

RESOLVED that the minutes of the meeting held on 25 November 2024 be confirmed and signed by the Chair as a true record.

45. Declarations of Interest

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Discretionary Housing Payments Update'.

Reason: His granddaughter worked in the Finance Department at the City of Lincoln Council.

46. Lincoln Tenants Panel (LTP) Project Update

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

- Mick Barber continued to attend Social Housing Quality Network Panel and ARCH committee meetings
- All members of LTP continued to attend training and seminars hosted by Four Million Homes and engaged with Tenant Participation Advisory Services (TPAS) national involvement week
- LTP were working with the Resident Involvement Team for the co-creation of a digital newsletter/magazine - HOME covering important updates, how to stay connected in communities, tips and advice, updates from Lincoln Tenants Panel (LTP) and more. The newsletter was due to be launched in February.

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

Question: What would happen to the paper copy of the newsletter/magazine that had always been sent to tenants?

Response: The co-creation of a digital newsletter/magazine was in the early stages; work was in progress. Every avenue had been investigated as to how communication with tenants could be made. Circulation of the newsletter/magazine would take place differently; perhaps sent out with rent statements.

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

47. Council Dwelling and Garage Rents 2025-26

Daren Turner, Strategic Director of Housing and Investment:

- a) presented a report to members to propose an increase to Council rents of 2.7% for dwellings, within the terms of the Government's rent policy for social housing, and 3% for garages, respectively; and to seek approval for the introduction of revised rents from Monday 7 April 2025
- b) confirmed that Lincoln Tenants Panel LTP were consulted on the proposed increase to rents for the 2025-26 financial year, at their meeting on 7 January 2025
- c) added that the average 52-week net rent for Council dwellings would increase by £2.36 per week, across all property and rent types, under the proposed 2.7% increase. The average 52-week rent for Council garages would increase by £0.27 per week under the proposed 3% increase
- d) explained that annual increases to housing rents were capped at CPI + 1% per annum for dwelling rents. The CPI figure used was from September of the year prior to the annual increase, with September 2024 being the applicable CPI figure for rent setting for 2025-26. CPI in September 2024 was 1.7%. Therefore, the maximum housing rents can be increased in 2025-26 is 2.7%
- e) highlighted that there was a total of 7348 properties that were charged at social rent as at week commencing 2 December 2024. The average increase per property could be seen at paragraph 5.1 of the report on page 16 of the agenda pack
- f) added that there was a total of 441 properties that were charged at affordable rent as at week commencing 2 December 2024. The average increase per property could be seen at paragraph 5.2 of the report on page 16 of the agenda pack
- g) stated that an increase in garage rents of 3% was proposed in line with the Authority's general Fees and Charges increase. The result in an average increase in the rent charged to £9.27 per week for 2025/26 (based on a calculated 52-week charge period), an increase of £0.27 per week
- h) concluded that a review of garage provision was ongoing, and City of Lincoln Council (CoLC) were committed to a fundamental revaluation of the garage rent structure as part of the wider garage strategy
- i) welcomed comments and questions from Members of the Committee.

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

Question: Was the rental period for 50 weeks or 52 weeks per year?

Response: At present, the rental period was a 50-week rent year however consideration had been given to the movement to a 52-week rent year under new tenant agreements. A rent reduction scheme over four years resulted in a loss of circa £11M.

Comment: There were a lot of people out of the city that garage income could be generated from; a good way of additional revenue. There were some problems experienced in some areas but not others and therefore, all area should be different. Consideration should be given to the areas where parking spaces were in demand.

Response: In consultation with the Portfolio Holder, a differential pricing model had been considered where there would be a different price for tenants and non-tenants. In addition, the possibility of bands going outwards from the city centre. It was understood that some garages were quite small and whether they were let out for storage. It was also understood that a lot of inner-city garages were used as commuter sites. The number of void garage had dramatically improved.

Comment: Garages already let out only paid approximately £2/£3 more than a tenant paid.

Response: It was within the gift of the Committee to make the decision on the charging regime and how that fits in with the strategy of garages. Informed decisions could be taken further to information presented.

Question: Reference was made to the number of properties that were charged social rent. Would the figure be affected by Right to Buy and were more properties lost from right to buy than were being built?

Response: The incoming Government made significant changes to the Right to Buy regime. In mid-November 2024, the discounts through Right to Buy was moved back to the initial discount in the 1980's. Individuals submitted applications quickly to remove the risk of losing the larger discount; approximately 100 applications were received compared to approximately 60 per year ordinarily. we received approx. It was thought that the number of Right to Buys would drop off significantly, the reasons that rent levels looked more positive moving forward. There would be net increase in stock numbers. Rent was not affected by Right to Buy, only the number of properties that rent could be charged for.

Comment: Reference was made to paragraph 4.2 of the report. The market value of a property based as affordable rent was only considered when the property became void. Reference was made to paragraph 5.2 of the report. Such properties were considered as a market value for rentable purposes. Therefore, it could be the case that two individuals lived in two houses but paid different rent. Whilst living in our affordable properties, tenants only paid a small increase instead of the increases experienced on the open market.

Response: The increase was for £128.55 if the formula worked correctly. Market rents regularly changed.

Comment: Reference was made to Hermit Street. The houses were charged social rent, not affordable rent.

Response: The houses at Hermit Street were partly funded by Homes England grant, as such, they had to be social rented houses.

Question: Where money was received from Homes England, was it the case that the authority had to charge social rent and not affordable rent?

Response: If the grant was specifically related to building the property, not the infrastructure, then depending on which fund Homes England use, social rent could be insisted upon. They don't not always insist on social rent however they could. In the Hermit Street case they insisted on social rent however the City of Lincoln Council felt social rent was correct for the area.

Supplementary Comment: The Housing Revenue Account was a business. There demand to be placed in Council housing was high as the prices and rents

were a lot lower than the open rental market. If rents were not brought somewhere in line with keeping properties up to date, it was possible some services would have to go.

Supplementary Response: The counter argument was that if an organisation covered 40% of the build cost, the authority only covered 60% but collected all of the rent for the property.

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

48. Discretionary Housing Payments Update

Laura Brown, Benefits Team Leader:

- a) presented a report to provide Housing Scrutiny Sub-Committee with information in relation to the Discretionary Housing Payments Scheme
- b) confirmed that LTP was consulted regarding the draft report and responses had been forwarded to the Resident Involvement Manager and incorporated within the report
- c) added that Discretionary Housing Payments (DHP) were available to local authorities to assist customers who needed additional help with their housing costs. A Central Government grant was awarded each year, specified to individual local authorities based on historical spend/anticipated need
- d) explained that DHP was completely separate from the statutory Housing Benefit (HB) scheme apart from the fact that HB must be in payment and the weekly DHP amount awarded must not exceed the maximum HB that could be awarded in each case. Since Universal Credit (UC) had also been introduced in recent years, DHP could also be used to 'top up' the housing component of UC. DHP can, and was, also used for rent deposits and rent in advance, for appropriate cases
- e) highlighted that a joint DHP Policy was agreed for the Shared Revenues and Benefits Service between City of Lincoln Council and North Kesteven District Council in early 2013, to ensure consistency of decision-making and robust criteria to take account of impacts of welfare reforms
- f) added that the City of Lincoln Council's DHP grant allocations from Central Government, from 2012/13 through to the upcoming financial year 2025/26 could be seen at paragraph 4.1 of the report on page 22 of the agenda pack
- g) stated that the allocation of DHP up to the end of Quarter 3 2024/25 and the number of applications received and awards made could be seen at paragraph 5.1 of the report on page 23 of the agenda pack
- h) concluded that there had been a reduction in the number of DHP awards made to City of Lincoln Council tenants since including Disability Living Allowance (DLA)/Personal Independence Payment (PIP)/Attendance Allowance (AA) as income within the income and expenditure calculation to assess DHP awards, which in turn had allowed officers to increase the amounts awarded to those in the private sector. This helped to largely keep spend within the Government grant allocated

- i) welcomed comments and questions from Members of the Committee.

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

Question: Thanks were given for the informative report. Reference was made to page 23 of the report. Under what circumstances would DHP be refused?

Response: DHP could be refused due to excess income, so if a person had more income than expenditure. A refusal for DHP could also be because the applicant had not provided requested information and evidence or that a person did not qualify for example if they had their rent paid in full.

Question: Reference was made to the number of ongoing awards and tenure type at paragraph 5.1 of the report. What was the '30+ months' on-going awards? How long was the period over 30 months and where was the data?

Response: The 30+ months referred to people who had received DHP for over 30 months. A person may have received DHP for financial years 2023/24, 2024/25 etc.

Question: Why was DHP considered for refusal to move?

Response: When the downsizing incentive came in, it was a pilot. Customers were written to and if someone refused, they were not helping their situation. It was not possible to afford to pay for someone who was not willing to help themselves

Question: Of the Government contribution, £132,330 had been grant and £98K had been spent. Were surplus funds able to be used?

Response: If funds were not spent, the money was returned to Government. The remaining £30K covered the final 3 months of the financial year.

Comment: DHP was intended as a short-term payment. Some individuals had received DHP for 3 or 4 years.

Response: If an individual was as on basic job seekers allowance with no other income and lived in a one bedroomed property within private accommodation, there was little they could do for their situation to be improved. There was a long Council waiting list. DHP aimed to keep them in a property rather than ending up with the Housing Solutions team.

Supplementary Question: Could housing priority banding be moved to get an individual moved quicker?

Supplementary Response: Council housing banding was a different department.

Question: Thanks were given for an informative report. Had downsizing helped with DHP?

Response: Yes. Downsizing helped to move people into the right sized property and therefore left funding for individuals within the private sector where rent was considerably higher than social sector rent.

Question: What was the longest DHP payment currently?

Response: Officers would investigate further to the meeting.

Comment: DHP was intended as a short-term payment which allowed people to change their circumstances. It would be useful to further scrutinise the 9 long

term cases where DHP was awarded for 30+ months. It was a considerable amount of money to be tied up for such a long period of time.

Response: A piece of work was carried out a number of year ago and the number of long-term awards at that time was very high. Officers were proud to have reduced the number to 9 cases of which would be scrutinised further for the reasons of the longer-term award to be analysed.

RESOLVED that:

1. Officers be tasked with further scrutiny of the 9 cases awarded DHP for 30+ months and present the findings to Housing Scrutiny Sub Committee at a future meeting.
2. The content of the report be noted with thanks.

49. Change to Order of Business

RESOLVED that the order of business be amended to allow the report entitled 'Estate Inspections Review' to be considered as the next agenda item.

50. Estate Inspections Review

Mick Barber, Chair of Lincoln Tenants Panel (LTP):

- a) confirmed the LTP had requested an update on the wider review of Estate Inspections at the Housing Scrutiny Sub-Committee meeting on 25 November 2024
- b) added that the LTP had been and were currently involved in the area of work. Five members of LTP attended the Estate Inspections this year
- c) highlighted that the LTP working group had been meeting to review the issues raised on the 2024 Estate Inspections and to consider if the current process was delivering the outcomes that tenants wanted
- d) stated that the next meeting was booked for 14 February 2025 and the group had asked the Tenancy Services Manager to consider and feedback on four strands of work. The Tenants Panel Chair would update Housing Scrutiny Sub-Committee on this workstream during future Lincoln Tenants Panel Project Updates as part of the Committee's standard agenda
- e) welcomed comments and questions from Members of the Committee

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

Comment: Work was in progress of which took time. It was hoped that there would be some documentation for the next meeting.

Comment: The idea was that there should be more documentation within each area such as anti-social behaviour (ASB) and fly-tipping etc. The old mechanism needed to be changed.

Comment: It would be interesting to discover if having three officers for rent, ASB and estates, had made a change. It appeared to work better.

Comment: Work had taken place in the background and LTP had worked alongside the Tenancy Services Manager. It had been recognised through the Committee that improvements were needed to estate inspection work. As a result of the request, there was a working group with the LTP for the four strands of work to be considered. Alternative options for estate inspections had been considered to ensure more was taken from them and for best practice elsewhere to be considered. It was necessary for the 2025 estate inspections to be planned in order that a model that provided more information and better outcomes be created. The range of audiences was difficult as some individuals wanted to consider grounds maintenance, some wanted to consider ASB and some wanted to consider repairs. It was difficult for an area to be covered in a few hour on one afternoon. More time may be required which would take longer.

Comment: The estate inspections were to discover how the quality of life for tenants in a given area could be improved.

Comment: Issues had been identified on estates last year which were sent to Investment however a timescale had not been received.

RESOLVED that:

1. The LTP continued to work with the Tenancy Services Manager to co-create a process that worked effectively for the tenants and the Council.
2. The content of the report be noted with thanks.

51. Tenancy Agreement Update

Daren Turner, Strategic Director of Housing and Investment:

- a) presented a verbal report to provide Housing Scrutiny Sub-Committee with an update on Tenancy Agreements
- b) stated that reviewing the tenancy agreement was very important which took time to redraft in order that legislative changes since it was last reviewed were considered
- c) added that an internal consultation process would begin over the coming weeks and once completed, an extensive consultation with tenants would be commenced
- d) highlighted that once the consultations had been completed, the final draft would be presented to Housing Scrutiny Sub-Committee in order that it be scrutinised and comments and appropriate change be received. Once the process had been completed, the final draft would be progressed through to Executive for formal approval
- e) welcomed comments and questions from Members of the Committee

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

Comment: A request for an update on tenancy agreements to be added to the Work Programme for the new municipal year.

Comment: Best practice had been considered elsewhere and a summary of key points on the front page of a tenancy agreement was best moving forward in order that a new tenant be prevented from the requirement to read a 30/40-page document. Many individuals were so relieved to have been given a Council property that they did not want to read a long document. Tenants still needed to be made aware of the key points in any instance.

Question: Could a probationary period be included in new tenancies?

Response: A probationary period of one year was included.

Supplementary Question: Could the period be amended to six months and then yearly afterwards? Was there anywhere for Council tenants that abused staff?

Supplementary Response: There was a section within the tenancy agreement with regard to treating people fairly and with dignity and respect. Abuse towards staff had sadly become more prevalent. Lifetime tenancies, at times, made behaviour and upkeep of properties difficult. If a tenancy was to be reviewed every 5 years to consider how a tenant treated their Council property and neighbours, notwithstanding rent arrears, there may be more of an incentive. Lifetime tenancies were problematic.

Question: Could individuals be vetted prior to being granted a tenancy?

Response: In the case of regular moves, references would be requested. However, there were individuals with chaotic lifestyles that needed a lot of help and extra support. The Council was a landlord, not a provider of social care however staff always went further than required.

Comment: When an individual caused issues, sometimes it became a big issue. The Council had a duty to find a property which included for those not on the housing waiting list but had become homeless and therefore, a priority. However, there was also a duty to good tenants to ensure that they weren't placed in a vulnerable position.

Response: The Council worked hard to place people in the right areas in the right circumstances, both for them and existing tenants however the Council only had so many properties available.

Comment: LTP had been involved with the agreement and agreed with the safety of staff and the use of less complicated wording. The right house needed to go to the right person/people. Arguably the probationary period should be extended, perhaps to 18 months. If individuals experienced problems, they needed to talk to officers. It would be interesting for the new copy to be compared to the old copy in order that the volume of work carried out could be seen.

Question: Would staff receive training on the new signing in order that key areas of the agreement were highlighted to new tenants?

Response: The handover process would be adapted for an abridged and shortened version. All staff needed to understand what the new tenancy agreement contained and the implications. There was no reason that all staff couldn't be included in the training regime.

Comment: It would be positive for homeless and rough sleeps to be provided a copy of the agreement ahead of being given a property in order that they could read ahead. Many homeless and rough sleeping individuals had a mobile phone.

Question: How could the suggestion be put forward to change tenancies from lifetime tenancies to 5 years?

Response: The issue of tenancy length was a matter for members to dictate. Lifetime tenancies gave limited recourse in order that people were encouraged to behave correctly. There were considerable legal connotations, and existing tenancies could not be altered, only the granting of new tenancies. It was possible for probation periods to be extended. Identification of needs and support could be offered for individuals that had not held a tenancy before. There was a range of measures available such as more frequent inspections or fortnightly visits.

Comment: Many tenants were unaware of the housing officer that covered their estate.

Response: There were a high number of individuals that were aware of the housing officer relevant to their property. Similarly, the authenticity of an individual's claims not to have known their housing officer, could not be proved.

Comment: Concentration should be given on the approximately 4-5% of properties within an area that were a problem.

Question: The housing list was a large problem. It was necessary for older people and younger people to be integrated. When looking at housing, was consideration given to people already in the surrounding houses?

Response: Yes. Sensitivity was given to the makeup of an existing street and people were placed appropriately. However, there was only a certain number of properties available, and the Council had a legal obligation to house people. It was very expensive for individuals to be kept in B&B properties and statutorily, it could only be done for a certain period, especially for families. If officers were concerned about an individual, intense wrap around support would be offered in order that good behaviour and positive integration be ensured. However, it was sometimes the case that people, on the face of their application and process, appeared to be fine upstanding citizens. It could be a different scenario once they were in a property.

Supplementary Response: It was not possible to always judge an individual on their past behaviours as behaviours could change.

Comment: Only so much information could be obtained by the Council. If the incoming tenant did not provide all the information, it was difficult.

Comment: The Council did not always receive all information from partner organisations.

RESOLVED that the content of the verbal update be noted with thanks.

52. Work Programme 2024/25

The Democratic Services Officer:

- a) presented the work programme for Housing Scrutiny Sub-Committee for 2024/25 as detailed at Appendix A of the report
- b) highlighted that the work programme could be further populated in accordance with Housing Scrutiny Sub-Committees requests for topics of discussion and areas of preferred scrutiny to be used as a working document, added to or amended at members discretion at any time during the 2024/25 Municipal Year

- c) confirmed that the work programme included those areas for scrutiny linked to the strategic priorities of the Council and themed housing matters, to ensure that the work of the committee was relevant and proportionate.

Councillor Gary Hewson, Chair of the Housing Scrutiny Sub-Committee requested that a Tenancy Agreement Update be brought before Committee for consideration at a meeting in the new municipal year.

RESOLVED that the content of the Work Programme for 2024/25 be noted, subject to the following additional items to be included on the agenda for Housing Scrutiny Sub-Committee to be held on 17 March 2025:

- Further scrutiny on long awarded Discretionary Housing Payments (Laura Brown)

SUBJECT:	DIRECTORATE OF HOUSING AND INVESTMENT COMPLIANCE REPORT – SIX MONTHLY UPDATE
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MARTIN KERRIGAN (FIRE SAFETY ASSURANCE MANAGER)

1. Purpose of Report

- 1.1 To update the committee on City of Lincoln Council's (CoLC's) position regarding building safety compliance to the Housing stock focusing on 3 of the Big 7 areas of building safety compliance including, Electrical Safety, Water Safety (Legionella) and Gas Safety.

2. Lincoln Tenants Panel (LTP) Consultation

- 2.1 LTP have been consulted about the DHI compliance report with it being distributed to the LTP members on 21/02/2025 and a meeting held on with resident involvement on 24/02/2025 to discuss and comment. Comments received were responded to and the report accepted.

3. Background

- 3.1 A Directorate of Housing and Investment (DHI) Compliance Report was presented to the Housing Scrutiny Sub-Committee on the 08th August 2024, this included an annual report for 2023 -2024 with the performance relating to building safety compliance. At the committee meeting it was requested for an update on building safety compliance to be presented to Housing Scrutiny Sub-Committee on a six-monthly basis, focussed on three of the six key areas each six-month period to give an understanding of performance for all safety measures.
- 3.2 The compliance report has been produced by the Safety Assurance Team (SAT) to provide an overview relating to building safety compliance across the Directorate of Housing and Investment (DHI) focusing on, Electrical Safety, Water Safety (Legionella) and Gas Safety, reporting for the performance for the period 01/04/2025 to 31/12/2025 (2024-25 Q 1, 2 and 3).

4. Overview of Performance Report

- 4.1 The report contains information on compliance performance to provide the Director (DHI) and Housing Scrutiny Sub-Committee with oversight and input into these essential services. The Council monitors performance on our landlord responsibilities for a range of building safety measures commonly known as the 'Big 6' shown below, in addition as an emerging key area where the Council is working to ensure compliance, Radon has been added for monitoring purposes to create the Big 7. From the big 7 this report has focussed on Electrical Safety, Water Safety (Legionella) and Gas Safety as highlighted below.

- **Electrical Safety**
- **Water Safety (Legionella)**
- **Gas Safety**
- Fire Safety
- Asbestos Management
- Lifts
- Radon

- 4.2 Overall performance will be monitored using this template and will be shown by percentage of compliance and Risk Advisory Group (RAG) rated. This will then provide the method for future reporting to enable measurement of improvement and inform the Director of highlighted risk; to allow for comment, direction and action.
- 4.3 To assist the reader the areas of compliance, relevant legislation and landlord responsibilities, have been summarised to add context on each requirement. The idea being that this report captures requirement, risk, mitigation and performance to complete the context and to allow for clear responses to questions arising.
- 4.4 The Performance against the indicator are RAG rated, as follows:
- Green 😊: At target.
 - Amber 😐: Within 10% of target.
 - Red 😞: below 10% of target.
- 4.5 From the DHI compliance report the key issues identified related to building safety compliance are:
1. Increased timescales with getting injunctions and gaining access to properties that have an expired Landlord Gas Safety Certificate.
 2. Low access rates to complete Domestic Legionella Risk Assessments.
- 4.6 The DHI Compliance Report is attached as Appendix 1, with full performance data shown.

5. Strategic Priorities

5.1 Let's Deliver Quality Housing

The programme to undertake planned preventative maintenance and statutory testing as detailed within the DHI Compliance Report are in places and the relevant service areas including Safety Assurance, HRS and Investment Team are working to ensure compliance.

6. Organisational Impacts

6.1 Finance

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

Any remedial works or improvement works to be costed as and when identified, with costs being funded from existing resources within existing revenue budgets or the capital programme.

6.2 Legal Implications Including Procurement Rules

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

Assistance from Legal Services as necessary with legal action and gaining access to properties e.g. to undertake Landlord Gas Safety Inspection.

6.3 Equality, Diversity and Human Rights

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

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

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

6.4 Human Resources

None.

6.5 Land, Property and Accommodation

None.

6.6 Significant Community Impact &/or Environmental Impact

None.

6.7 Corporate Health and Safety Implications

None.

7. Risk Implications

7.1 None, compliance with legislation.

8. Recommendation

- 8.1 Members are asked to note the DHI Compliance Report to CoLC's Housing stock.
- 8.2 It is proposed that the next 6 monthly update report will be presented to Housing Scrutiny Sub-Committee around September focusing on Asbestos Management, Lifts and Radon. Fire Safety is reported annually at the Performance Scrutiny Committee around January so performance can be included in that report.
- 8.3 Finally moving forward if any addition reports such as an annual report is required it can be requested through the committee.

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
DHI Compliance Report

List of Background Papers:

None

Lead Officer:

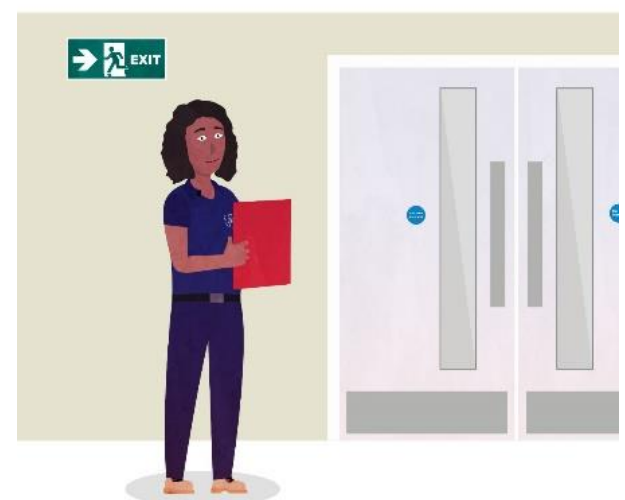
Martin Kerrigan, Fire Safety Assurance Manager
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Directorate of Housing and
Investment

Building Safety Compliance Report

Produced by.
Martin Kerrigan. MIFSM
Fire Safety Assurance Manager
February 2025



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



Introduction

A DHI Compliance Report was presented to the Housing Scrutiny Sub Committee on the 08th August 2024, this included an annual report for 2023 -2024 with the performance relating to building safety compliance. At the committee meeting it was requested for an update on building safety compliance be presented to Housing Scrutiny Sub-Committee on a six-monthly basis, focussed on three of the six key areas each six-month period to give an understanding of performance for all safety measures.

This compliance report has been produced by the Safety Assurance Team (SAT) to provide an overview relating to building safety compliance across the Directorate of Housing and Investment (DHI) focusing on, Electrical Safety, Water Safety (Legionella) and Gas Safety, reporting for the performance for the period 01/04/2025 to 31/12/2025 (2024-25 Q 1, 2 and 3).

The compliance performance data will be introduced with a short narrative on the current position and any compliance mitigations. They will then be concluded with recommendations or additional comments as necessary.

Performance Report

The report contains information on compliance performance to provide the Director (DHI) and Housing Scrutiny Sub Committee with oversight and input into these essential services. The council monitors performance on our landlord responsibilities for a range of building safety measures commonly known as the 'Big 6' shown below, in addition as an emerging key area where the council is working to ensure compliance, Radon has been added for monitoring purposes to create the Big 7. From the big 7 this report has focussed on Electrical Safety, Water Safety (Legionella) and Gas Safety as highlighted below.

- ▶ **Electrical Safety**
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- ▶ Lifts
- ▶ Radon

Overall performance will be monitored using this template and will be shown by percentage of compliance and RAG rated. This will then provide the method for future reporting to enable measurement of improvement and inform the Director of highlighted risk; to allow for comment, direction and action.

To assist the reader the areas of compliance, relevant legislation and landlord responsibilities, have been summarised to add context on each requirement. The



idea being that this report captures requirement, risk, mitigation and performance to complete the context and to allow for clear responses to questions arising.

The Performance against the indicator are RAG rated, as follows:

- ▶ Green 😊: At target.
- ▶ Amber 😐: Within 10% of target.
- ▶ Red 😞: below 10% of target.

Key issues:

1. Increased timescales with getting injunctions and gaining access to properties that have an expired Landlord Gas Safety Certificate.
2. Low access rates to complete Domestic Legionella Risk Assessments.

Key Legislation and Guidance

Below is a list of key legislation in relation to building safety compliance.

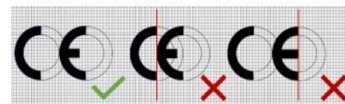
- ▶ Health and Safety at Work Act 1974
- ▶ The Management of Health and Safety at Work Regulations 1999
- ▶ Regulatory Reform (Fire Safety) Order 2005
- ▶ Fire Safety Act 2021
- ▶ Fire Safety (England) Regulations 2022
- ▶ Building Safety Act 2023
- ▶ Electricity at Work Regulations 1989
- ▶ Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- ▶ L8 Approved Code of Practice - Legionnaires disease – The control of Legionella Bacteria in water systems 2013
- ▶ The Control of Asbestos Regulations 2012
- ▶ The Gas Safety (Installation and Use) Regulations 1998 (“the Gas Safety Regulations”)
- ▶ Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- ▶ The Ionising Radiation Regulation 2017



Electrical Safety

Electricity has the potential to cause serious damage, including injuries or fires. Faulty or old wiring is one of the main causes of electrical fires in domestic premises. Therefore, it's crucial for landlords to:

- ▶ Ensure all electrical installations are safe, including wiring, sockets and light fittings etc. They should check this before tenants move in and maintain them throughout the duration of the tenancy.
- ▶ Ensure that all appliances provided to tenants have the 'CE' marking. This shows that they meet EU requirements for safety.
- ▶ Use a qualified electrician to carry out checks on the building fixed wiring, this includes that landlords arrange for these at least every five years or on a change of tenancy. A registered electrician will issue an Electrical Installation Condition Report (sometimes referred to as an electrical safety certificate) after they have inspected installations.
- ▶ Ensure that all alterations, repairs, and improvements to the fixed electrical system comply with the latest Institution of Engineering and Technology (IET) Wiring Regulations.



An electrical installation condition report should feature:

- ▶ The results of the inspection and testing.
- ▶ The date of the next recommended inspection.
- ▶ Details of any damage or wear and tear. Wear and tear is categorised into 3 different severity levels
 - C1 There is a danger present, risk of injury and immediate remedial action required.
 - C2 There is a potential danger present and urgent remedial work is required.
 - C3 Improvement is recommended.
- ▶ Details of any parts of the installation that don't meet IET Wiring Regulations BS 7671.



If the electrical system is being installed for the first time, then the registered electrician carrying out the work will issue an Electrical Installation Certificate. This confirms that the work they have done is safe and complies with regulations.

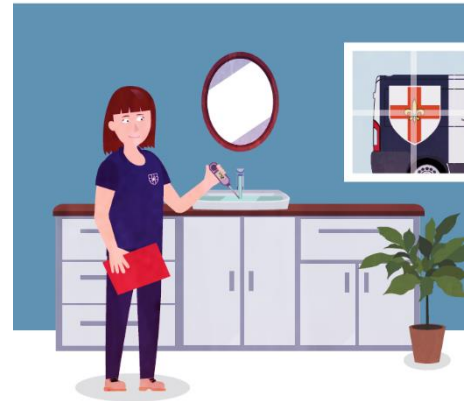
The aim is to complete any repairs highlighted in a condition report within 28 days of notification in line with best practice guidelines.

As well as the electrical installation condition report, Portable Appliance Testing (PAT) and Fixed Appliance Testing (FAT) is undertaken on electrical appliances where the council has that responsibility e.g. IT and other electrical equipment within the workplaces such as high-rise caretakers' office or electrical appliances in supported schemes communal halls and kitchens etc. Although it is not a legislative requirement and no set frequency for the testing, this is determined through Risk Assessment from guidance such as the 'IET Code of Practice In-service inspection and Testing of Electrical Equipment'.

Water Safety (Legionella)

Anyone who has control of a premises, including landlords, must be able to show that they understand and have considered the health risks associated with legionella and legionnaires' disease. Legionella is a type of pathogenic bacteria that causes a range of pneumonia-like illnesses and legionnaire's disease is the most serious one. Legionella bacteria commonly live in natural water sources, but only pose a risk of illness when the water enters more favourable conditions. Certain conditions increase risk from legionella including:

- ▶ An ideal temperature for legionella bacteria growth is 20-45°C.
- ▶ A source of nutrients or the organism e.g. sludge, scale, rust, algae and other organic matter.
- ▶ Stagnant or recirculating water with insufficient turnover and;
- ▶ A way of creating and spreading breathable droplets e.g. aerosols created by a shower or tap etc.



To effectively prevent legionella and legionnaire's disease in their properties, landlords must undertake a legionella risk assessment.

As with any other form of risk assessment, the legionella risk assessment should include the five key stages:

1. Identify the risks (e.g. stored water, condition of storage tanks etc.).
2. Consider who is at risk (e.g. the tenants and their visitors).
3. Implement appropriate control measures (e.g. keeping water hot, removing impurities, etc).
4. Record the findings of the risk assessment.
5. Review and update the risk assessment (e.g. bi-annually or if changes are made to the water system of the property).

In a premise, legionella bacteria may be found in any water system between 20-45°C. Therefore, it's crucial for landlords to ensure that all water systems are correctly operated and maintained, such as hot and cold-water tanks, pipework and air conditioning units. The risk can be lowered if hot water is kept above 50°C and cold water is kept below 20°C, and if water is used regularly to keep it fresh and free of stagnation.

Gas Safety

Landlords must ensure that all gas appliances in a property are safe for tenants to use, which requires them to:

- ▶ Arrange for a Gas Safe registered engineer to install and maintain gas supplies. These checks must occur every 12 months.
- ▶ Have an up-to-date gas safety record. This is sometimes referred to as a landlord's gas safety certificate. The landlord should issue this to tenants when they move in, or within 28 days of the safety checks.
- ▶ Inform tenants of where to turn off the gas and what to do in case of an emergency.

The Gas Safe Register says that, as a minimum, the record of a gas safety check must contain:

- ▶ A description and location of each appliance and/or flue that has been checked.
- ▶ The name, registration number and signature of the engineer who carried out the check.
- ▶ The date which the appliance and/or flue was checked.
- ▶ The address of the property at which the appliance and/or flue is installed.
- ▶ The name and address of the landlord (or their agent where appropriate).
- ▶ Any defects identified and any action required or taken to fix it.
- ▶ Confirmation of the results of operational safety checks carried out on the appliances



Future Compliance Reporting

The request back from the Housing Scrutiny Sub Committee on the 08th August 2024 was for an update on building safety compliance be presented to Housing Scrutiny Sub-Committee on a six-monthly basis, focussed on three of the six key areas each six-month period to give an understanding of performance for all safety measures. This report is providing the first of the 6 monthly updates, focusing on Electrical Safety, Water Safety (Legionella) and Gas Safety.

It is proposed that the next 6 monthly update report will be presented to Housing Scrutiny Sub-Committee around September focusing on Asbestos Management, Lifts and Radon. Fire Safety is reported Annually at the Performance Scrutiny Committee around January so performance can be included in that report.

Finally moving forward if any addition reports such as an annual report is required it can be requested through the committee.



Compliance Performance Data...

Electrical Safety

Fixed Wire Test/ Electrical Installation Condition Report

Access to properties remains a key issue for electrical safety management and all efforts are made to carry out the testing, including final warning letters and action via the Tenancy Services and Legal. The Investment team have appropriate procedures in place for arranging access to ensure the testing can be undertaken. Electrical testing is a non-statutory requirement and not as well supported through the courts compared to access for Gas.

Investment Team Performance Dashboard used to monitor performance.

Type	Percentage complete	Compliance
Dwellings	95.93%	
Communal Areas	99.36%	



Recommendation:

Continue to take all necessary available options to get access to undertake the Electrical Installation Condition Reports.

Electrical Appliance testing – Portable/ Fixed

The Investment Team manages the contracts related to PAT and FAT, no issues identified, and regular testing and maintenance undertaken. PAT is undertaken Annually (12 month) whereas FAT is undertaken Bi-Annually (24 months). No FAT undertaken in 2025, next due 2026. PAT and FAT is reliant on the on-site contact giving access to the electrical appliances on site to complete the testing.


Investment Team Performance Dashboard used to monitor performance.

Type	Percentage complete	Compliance
Portable Appliance Testing (PAT)	100%	
Fixed Appliance Testing (FAT)	100%	

Lightning Protection

The Investment Team manages the contracts related to the buildings Lightning Protection Systems, no issues identified, and regular testing and maintenance undertaken. Currently there are only 4x housing sites that have lightning protection systems installed that require servicing.

Lightning Protection Systems are not included on the Investment Team Performance Dashboard.

Type	Percentage complete	Compliance
Lightning Protection Service and Maintenance	100%	

Water Safety (Legionella)




The Investment Team manages the contracts related to Water Hygiene, no issues identified, and regular testing, maintenance and sampling regime all undertaken as per the service schedule.

The investment team through their appointed contractor are undertaking domestic legionella risk assessment on the housing stock and set a target of 100 properties per quarter to risk assess. These properties targeted are a higher risk due to scenarios such as stored water. These addresses had previously refused heating upgrade works or had been problematic to access.

Access rates to complete the Domestic Risk Assessments continues to be low, which is expected as in most cases the tenant have previously refused the access for the heating upgrades which would benefit them. However, the Investment team have introduced coupling Domestic Risk Assessments and Legionella Sampling at 5 void addresses per month, to increase quarterly figures. The performance target measure will also reduce to 65% to reflect access issues as current target is unachievable.

As previously reported the additional risk assessment program has been identified following guidance provided by the Water Hygiene Specialist to create a program over 10 years with the objective to schedule year one and two 400 properties which are a higher risk and then increase the program in the subsequent years with properties that are of a lower legionella risk.

Investment Team Performance Dashboard used to monitor performance.

Type	Percentage complete	Compliance
Planned Maintenance Visits	100%	
Domestic Risk Assessments	32%	
Risk Assessments – other than Dwellings e.g. High Rise and Sheltered Schemes etc.	100%	

Recommendation:


Continue to take all necessary available options to get access to undertake the Domestic Legionella Risk Assessment.

Gas Safety

The Investment team managed the contract in relation to Gas Servicing. Access to properties remains a key issue, however there are appropriate procedures in place for arranging access to ensure that the servicing can be completed or making the installation safe by isolating the supply, including final warning letters and action via the Tenancy Services and Legal. From the performance data provided the remaining 0.15% without a valid Gas Safety Certificate equates to 11 dwellings.

Investment Team Performance Dashboard used to monitor performance.

The Investment team have experienced some Increased timescales with serving injunctions and gaining access to properties that have an expired Landlord Gas Safety Certificate.

Type	Percentage complete	Compliance
Gas Servicing	99.85%	

Recommendation:

Continue to take all necessary available options (including legal intervention) to get access to undertake the Landlord Gas Safety Inspection.



Further information

For further information on the compliance report contact the Safety Assurance Team.

Email customer.services@lincoln.gov.uk

Tel 01522 873333

Website www.lincoln.gov.uk

Write to DHI, City of Lincoln Council
City Hall, Beaumont Fee
Lincoln, LN1 1DE

SUBJECT: TENANCY FRAUD POLICY (HOUSING TENANTS)

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: MARIANNE UPTON, TENANCY SERVICE MANAGER

1. Purpose of Report

1.1 To present the reviewed Housing Fraud Policy document.

2. Lincoln Tenants Panel (LTP) Consultation

LTP have been involved in this area of work by being consulted on the content of the policy and providing feedback.

The Panel had a workshop on 19th February 2025 to look at the policy & collate feedback.

They confirmed that they found the policy easy to read and that it provides a clear understanding of preventing, identifying and acting on tenancy fraud.

LTP requested the following:

- On page 5, the start of the last paragraph to be reworded from “we accept” to “we understand” – this was updated
- On the final page, a brief explanation for why references, legal frameworks, and regulatory framework is included, e.g. why is it important to the policy? – this was updated to be clearer
- Adding a section in the policy that explains where an individual can get support either from the Council or from other extra support – this was not added because it relates to procedures and information to the public, but it has been requested that the web page is updated to include this
- On the website there is a link to different forms for reporting and these could be included – the link to the relevant web page was added
- Adding a section for if you suspect someone/yourself is a victim of fraud tenancy then can report it - this was not added because it relates to procedures and information to the public, and it is already on the web page

3. Background

3.1 As a Registered Provider of social housing, we have obligations under the Prevention of Social Housing Fraud Act 2013 to identify and prevent tenancy fraud.

3.2 It is also a requirement of the Regulator’s Tenancy Standard that we make every effort to identify and prevent tenancy fraud.

3.3 This is a reviewed version of the Tenancy Fraud Policy that was created in November 2020.

4. Policy Content

- 4.1 The policy provides the legal and regulatory context for managing tenancy fraud.
- 4.2 The Policy makes clear reference to measures we will take to identify, prevent and minimise the risk of tenancy fraud occurring.
- 4.3 It reflects a clear intent that we will take decisive action where we have evidence that fraud has taken place, including supporting prosecutions.

5. Strategic Priorities

5.1 Let's Reduce All Kinds of Inequality

To have a fair and consistent approach to tackling tenancy fraud that may otherwise deprive people in housing need waiting to be housed.

5.2 Let's Deliver Quality Housing

Quality housing is not solely about the condition of the property. It is also about making a positive environment where people can thrive. This includes a responsibility for making the best use of our housing stock and ensuring it is well-managed so that tenants can clearly see that we care about delivering an excellent, fair service.

6. Organisational Impacts

6.1 Finance (Including Whole Life Costs Where Applicable)

There are potential financial implications to all forms of fraud, but this policy does not add to what is already currently done to address tenancy fraud.

6.2 Legal Implications Including Procurement Rules

There are legal implications of this policy in terms of the potential resource impact on the Legal Services Team of any increase in enforcement action arising from a proactive approach to tackling tenancy fraud.

6.3 Equality, Diversity and Human Rights

There may be circumstances where occupants of a property may be affected by enforcement action when they were an unwitting participant in fraudulent activity. The policy commits to risk assessing these individually and providing a minimum level of support depending on their needs and the circumstances.

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

7. Risk Implications

7.1 (i) Options Explored

There are no risks associated with the policy.

7.2 (ii) Key Risks Associated with the Preferred Approach

N/A.

8. Recommendation

8.1 To note the contents of the Policy attached.

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:

Tenancy Fraud Policy

Lead Officer:

Marianne Upton, Tenancy Services Manager
Email address: marianne.upton@lincoln.gov.uk

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City of Lincoln Council Tenancy Fraud Policy



Let's deliver
quality
housing

February 2025

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How we will respond to tenancy fraud	4



Purpose

The purpose of this policy is to set out how the City of Lincoln Council will use the range of options that are available through the Prevention of Social Housing Fraud Act 2013 and the changes to the regulatory standards that all social landlords are expected to meet.

The policy therefore sets out to address the main objectives of the Act:

- deter tenants from committing social housing fraud
- incentivise those already committing social housing fraud to stop
- increase the powers of local authorities to investigate social housing fraud
- increase the number of recoveries of fraudulently used socially rented homes.

This policy applies to everyone who is eligible to be housed by us and all who hold current council tenancies. It also applies to people who committed tenancy fraud while they were tenants of ours but whose fraud was not discovered until after they stopped being our tenant.

Policy objectives

To achieve the Council's Corporate Plan, Vision 2025 identifies the following 5 strategic priorities:

- **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 policy supports the **Let's deliver quality housing** priority key in by stating how it intends to meet the aspiration of **Let's provide housing which meets the varied needs of our residents** by:

- Ensuring that that the social housing owned by the city council is let in accordance with its allocations policy to house those households that are deemed to be in housing need.
- Making the best use of social housing stock including reducing overcrowding, tackling under occupation, and making best use of adapted housing for those with a disability and to reduce waiting times for legitimate applicants by restoring unlawfully occupied homes to the housing stock.
- Ensuring that people the city council houses do not abuse the use of the public funds through which their homes are provided and maintained and to create a framework of measures to reduce the risk of tenancy fraud and to tackle it effectively where it exists.

What is tenancy fraud?

There are several types of tenancy fraud covered by this policy, including:

- unlawful sub-letting of our homes
- multiple sub-lets within one of our homes
- the non-occupation by a tenant as their sole or principal home



- a wrongly claimed succession and/or retention of a tenancy following the death or vacation of the lawful tenant following a previous succession or of a non-qualifying person whose circumstances do not make them eligible for a discretionary succession under our tenancy policy
- an unauthorised assignment of tenancy including mutual exchanges
- “key-selling”, where the tenant leaves the property and passes on the keys in return for one-off lump sum payment or favour
- obtaining a tenancy fraudulently, such as by presenting a false identity or through lying about current housing circumstances, be that for the housing register or as a homeless person.

In addition, within any restrictions imposed through data protection legislation assistance will be given to other council teams and the Department of Work and Pensions (DWP) in tackling other housing-related fraud such as that related to housing or council tax benefit. We will also co-operate with other registered providers in relation to their tackling of tenancy fraud.

Preventing tenancy fraud

We aim to prevent and minimise the risk of tenancy fraud by a range of measures, including:

- regularly reviewing our tenancy agreement and strengthening it where necessary to achieve the objectives of this policy
- making guidance and publicity available in a variety of formats. This may include the explicit naming of people who have committed tenancy fraud where we have successfully acted, including prosecution
- by a rigorous process of verifying all applicants' identity and circumstances including verifying occupation of the stated address, verifying identity and taking photographs of applicants and verifying this again upon offer of accommodation and once more at the new tenant visit which is be carried out for all new tenancies.

Identifying tenancy fraud

We will identify tenancy fraud through a range of measures, including:

- having a system for reviewing housing register applications annually
- verifying at the new tenant visit that the individuals signed up are the same as those being visited
- carrying out routine tenancy visits at least every 3 years
- acting, using professional judgment, on reports of potential tenancy fraud by investigating these
- making it easy and safe for people to report suspected fraud to us. This can be done on our website [Fraud - Report housing benefit, tenancy or other fraud affecting the Council – City of Lincoln Council](#)
- actively participating in the National Fraud Initiative (NFI) or any successor to it
- signing up to and participating in any similar regional or sub-regional partnership agreements or protocols with other providers.

How we will respond to tenancy fraud

Where tenancy fraud has been identified and proven through evidence, we will take immediate action against the person who has committed the fraud in the following ways:



- If **identity or housing circumstances fraud** has been committed by someone who is not yet a tenant, we will withdraw any offer of tenancy and take appropriate action under our allocations policy. This may include removing the applicant altogether from the housing register or restricting the application for a certain length of time depending upon the nature of the fraud
- If unlawful **sub-letting** or **multiple sub-letting** has been committed by a tenant we will take immediate possession action against all who have commercially, and for profit, sub-let their home and may take outright possession action against those who have allowed others to occupy their home, including the **non-occupation of the property as someone's sole or principal home** but have not profited from doing that but may also take lesser action, such as applying for a suspended or demotion order
- If **key-selling** has been committed by a tenant, we will take immediate possession action against the tenant(s)
- If we discover that an **unauthorised assignment** of a tenancy has taken place, including an unauthorised mutual exchange, we will take immediate possession action against the original tenant, which will mean the eviction for unauthorised occupation of the replacement occupier
- If we discover that a wrongly claimed succession has taken place and it is a succession that, under operational procedures, we would not have granted to that person, we will take possession action and will evict them from the property
- If acts of tenancy fraud have resulted in any damage or unauthorised alterations to our property, we will take action to recover of the costs of repair and reinstatement from the person who has committed the fraud rather than the person who is in occupation of the property
- If any act of tenancy fraud includes committing a criminal offence, we will always notify the police and fully support any prosecution.

We understand that in some cases of sub-letting, key-selling and unauthorised assignments there may be people involved who are the victims of the fraud (because they did not willingly or knowingly enter a fraudulent arrangement). When people in this situation are identified we will always carry out a risk assessment when we are deciding on what action, if any, we should take according to the circumstances. As a minimum, we will always offer advice and support to them and signpost them to other agencies that may be able to help.

Monitoring reports of any action to tackle tenancy fraud will be made to the appropriate bodies as required.

Training will be given to staff to equip them to prevent, identify and tackle tenancy fraud within the scope of this policy.

Equality and Diversity

We aim to ensure that our policies and procedures are fair and transparent; and we work towards achieving balanced and sustainable communities in accordance with our equality and diversity policy and strategy.

Monitoring and Review

This policy will be reviewed every three years unless required through legislative or regulatory changes.

References:



In developing this policy, City of Lincoln Council has considered related policies, strategies and regulations to ensure it complies with the relevant law, best practice and corporate consistency, including the following:

- City of Lincoln Council Tenancy Strategy
- City of Lincoln Council Tenancy Policy
- Lincs Homefinder Allocation Policy (City of Lincoln Council choice based letting scheme)
- City of Lincoln Council Homelessness Strategy.
- City of Lincoln Council Vision 2025
- Equality and diversity policy and strategy
- Safeguarding vulnerable adults and children from abuse policies

Legal Framework:

- Prevention of Social Housing Fraud Act 2013
- Localism Act 2011
- Homelessness Reduction Act 2017
- Housing Act 1996
- Housing Act 1988
- Housing Act 1985
- Equality Act 2010

Regulatory Framework

- Allocation Code of Guidance
- Homelessness Code of Guidance
- The Regulator for Social Housing Consumer Standards – Tenancy Standard

SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 3 – 2024/25

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: LARA WELLS, 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 2024/25 (October - December).

2. Lincoln Tenants' Panel Consultation

- 2.1 LTP have been consulted about this report and have made the following comments /questions (answers have been supplied by relevant services):

- A) No access to properties - equates to 37%. Do we know what the issues are and what we are doing about it and are Housing Repair Service (HRS) teams working with relevant areas such as Housing Officers to understand the issues?

It is very difficult to give a specific reason for the no access as this will be a combination of reasons. The service re-book all no access appointments now with a written letter advising of the new appointment date and the requirement to provide access for these repairs. It also advises that failure to cancel any appointment may lead to being charged as per clause 5.4.4 of the tenancy agreement. This new process is allowing us to record those who repeatedly fail to provide access and when these cases are identified the team work with Housing officers to gain access or assess if there are any safeguarding concerns. A plan has been developed with the Communication team to share information on No access and the cost and time implications with customers, similar to doctors' surgery's information on failed appointments. These are scheduled prior to school holiday periods where there is often an increase in no access visits.

- B) All the work we are doing with damp and mould – we should be detailing the good things we are doing also.

A series of social messaging has been agreed and will be published regularly through the Communications team, giving residents tips and hints on managing condensation and damp and mould in their homes. Interviews will take place in March for a building surveyor to join maintenance and investment teams providing detailed property surveys and building defect reports and providing expert evidence in disrepair cases received.

C) Detail the 4 props that are 100 days plus voids

Property 1: void works were completed in 36 days, but it could not be let due to high risk safety concerns regarding a nearby resident which needed to be/ need to be resolved before it can be re-let.

Property 2: completed void works 05/09/2024 the investment team needed to complete major works to this address including kitchen and bathroom and experienced delays with their contractor.

Property 3: there was a delay in the property having an isolator switch fitted by British Gas and without this, the periodic electric test could not be completed. The property needed a kitchen, bathroom and asbestos removal. Processes have been updated for properties needing isolation switch/meter exchange and moving forward this issue should not lead to delays in future properties.

Property 4: on hold for a long period due to infestation.

Property 5: This property only had one month in the void process; the rest of the time was awaiting an offer.

D) Referred to 50 week payment schedule – have any communications on this been prepared and shared with tenants?

The annual rent letter goes out each year along with the rent calendar. A Christmas period arrears letter will go out to those in arrears encouraging payment over the rent-free weeks.

E) Para 10.2 refers to an internal review - will this be made available ?

The Council will be completing an automated review of all applications every year. At the moment there are some challenges with the software used for this so officers are running a report for individuals who have not bid for a property for a number of years to manually assess some of the applicants. The review is to check circumstances are still the same and they wish to remain on the register. Failure to respond will result in removal from the waiting list.

F) Para 11.1 Do the Council carry out a check on the property after the tenant has been in a while?

The Tenancy Team carry out courtesy visits at the 3 weeks mark - mainly involves an inspection of the home, to confirm their details, rent, animals, support needs, repairs.

3. Summary

- 3.1 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.

- 3.2 There are, in total, thirty-three performance indicators monitored by Directorate of Housing and Investment (DHI) and reported quarterly to the Housing Scrutiny Sub-Committee in 2024/25. An overview of performance for this third quarter is attached as '**Appendix A**' to this report.
- 3.3 The template for Appendix A includes performance 'direction of travel' information, to aid interpretation of how performance fluctuates between quarterly reporting periods. Benchmarking comparisons will be provided annually each fourth Quarter.

4. Overview of Quarter 3 Performance Indicators

- 4.1 Performance measures in '**Appendix A**' that are highlighted green were those performing at or above the agreed target. Measures shown highlighted amber were performing close to target, and those highlighted red were performing below target. Performance measures within '**Appendix A**' are grouped into categories, and for comparison purposes includes the previous year's outturn.
- 4.2 During the third quarter of 2024/25, 16 performance measures met or exceeded their agreed target; 4 were performing close to target; and 5 performed below target. The remaining measures are volumetric.
- 4.3 Of the 5 measures performing below target, one is a corporate measure related to call handling in the customer contact centre. This measure 'CS3' relates to all calls received by the contact centre, and therefore includes data not linked to Housing services. This measure is also reported to the Performance Scrutiny Committee.
- 4.4 Measure 'HSSC3' relates to Anti-Social Behaviour and consists of 16 sub-measures. This is further explained in section 9 of this report.
- 4.5 Sections 5 to 12 of this report highlight the key conclusions drawn from '**Appendix A**'.

5. Housing Repairs Service

- 5.1 All but one of the HRS targeted measures performed above target in Quarter 3.

Performance for urgent repairs completed in time (3 days) has seen a slight reduction since quarter 2 figures, this is predominantly down to a change in reporting no access. These are logged on the system, but we keep the original Job reference open and schedule up to 3 times prior to cancelling the order, this then provides a better audit trail of attempts and greater record keeping. However, this can mean a few priority repairs go out of target due to having to be rescheduled due to tenant availability.

Throughout the quarter 37% of reactive repairs not completed within target time were as a result of no access due to tenants not being home at the time of the appointment booked.

Additionally, there has been an increase in the volume of damp and mould inspections, due to being within peak season. The service area is currently training new starters on processing records for completion data, and expects to see an improvement for quarter 4.

The service is working to mitigate the impact no access has on the figures longer-term and increase the access rate. Additionally, further communication around no access figures and the impact this has on lost time/number of appointments and costs.

- 5.2 The outturn for priority repairs completed in time (24 hours) has delivered an improvement when compared quarter 2. The service area attributes the improved performance on the focused efforts of a priority team, who have led a review on resource, cover for staff leave or sickness from other HRS areas, in order to attend and action priority repairs within timescales.

Performance for repairs completed first time remains high and above target. The service area reports they continue to focus on ensuring the team have correct materials and impress stocks to achieve adequate repairs on first visits, to support the department in achieving consistent first time fix rates.

6. Investment, and Building and Fire Safety Assurance

- 6.1 There has been a continued reduction in the percentage of non-decent homes since quarter 2. The service area reports progress on door replacements has been offset by new failures from door referrals as well as electrical certificates that have now expired. There are now a total of 35 failures comprising 16 Electrics, 13 Doors, 3 Windows, 2 Chimneys and 1 Roof.

The annual gas servicing programme continually runs twelve months a year. The Investment team along with the contractor SureServe (previously Aaron Services) have recently focussed on reviewing existing gas access procedures and service delivery. The number of failed access cases has been between four and seven addresses each month.

With the support of housing management and legal services we have obtained a small number of injunctions to address some of the outstanding failed access cases.

- 6.2 Performance across the new set of building and fire safety measures is good overall, with most measures exceeding or meeting their respective targets. There continues to be staffing challenges to prevent the service achieving full compliance with asbestos management survey requirements. The service area has explored options and has plans in place to address this within the next quarter.

7. Voids

- 7.1 Performance for the measure has seen a slight improvement during quarter 3, however is impacted along with the above measure HV1, by the re-letting of long term (100+ days) voids throughout December. These long-term void properties required significant works to bring them back to letting standard, and consequently negatively impacts the timeframe of re-lets.

The service area have reported that now these long term voids have been re-let, it is anticipated that quarter 4 will report a more accurate reflection of the team's performance across all areas, including offer to sign performance, as their

performance is affected and impacts this figure more when repair times are reduced.

- 7.2 As highlighted in the previous quarterly performance report, the amount of time taken to re-let properties between tenants is complex and strongly influenced by external factors. The voids process involves most services within the Council's landlord function, and re-let times are a good example of both how these different services work together as a system, and how decisions made across this system can impact performance.
- 7.3 Rent lost through vacant dwellings has increased on the previous quarter, due in part to some of the service challenges experienced in the re-letting process, including a number of long-term voids (100+ days) which were completed and re-let in December to enable a fresh start for January, which has significantly impacted the figure for the measure outturn.
- 7.4 It is also important to note that Miscellaneous properties, which are outside of the control of the voids team, such as properties awaiting decisions on disposal orders remain within this outturn figure, although meetings have been ongoing during January to resolve a number of these long-standing decisions, which further impacts the outturn performance.

8. Rents

- 8.1 The service area reports performance of this measure has increased above target, with overall performance in line with the outturns of peers within Housemark benchmarking.

The arrears amount has decreased since the end of quarter 2 by just over £400,000 and the percentage of income collection is showing an increase of 13% on quarter 2.

- 8.2 The outturn for 'current tenant arrears as a percentage of the annual rent debit' has performed well against the target, with arrears at the end of quarter 3 of 3.33% arrears against the annual rent debit, which is an improvement of 1.14% compared to the previous quarter.

9 Anti-Social Behaviour (ASB)

- 9.1 Performance for both 'Percentage of ASB cases closed that were resolved' and 'Average days to resolve ASB cases' remains well above target and consistent with previous quarters. The service closed 194 anti-social behaviour cases in quarter 3, compared to 186 in quarter 2 and 85 in quarter one.
- 9.2 The categories of ASB, nuisance and other tenancy breaches have been expanded meaning we can improve recording, managing and reporting on cases. For example, we have categories now for recording untidy gardens, misuse of communal areas, issues with parking & property conditions.
- 9.3 Of the 240 cases opened in the quarter, the most common category were noise related incidences with 85. Also, reports of verbal abuse/harassment/intimidation

(48) and drugs/substance misuse incidences (37) were a common theme throughout the quarter.

10. Allocations

- 10.1 Measure 85A relates to the percentage of housing allocation offers accepted first time. Performance has improved when compared to Quarter two. The Housing Solutions team are continually working hard on verifying the information that has been provided and completing all necessary checks including input from the Tenancy team, which helps to ensure a suitable applicant is offered the property.
- 10.2 The number of applications active on the housing register has dropped slightly when compared to the previous quarter. The Team are in the very early stages of an annual review of all applications, hence the very small drop in numbers.

11. Strategy

- 11.1 The Council completed 11 newbuild properties at Hermit Mews in Q3, in addition to 4 'buy-backs' of former Council homes. We are aiming to buy back around 10 homes per year, in addition to our newbuild programme. The next newbuild homes to be delivered in the city are 9 properties at the former Victory public house on Boultham Park Road, which are being purchased off-plan and expect to be available from Q1 of 2025/26.
- 11.2 The Government's budget announcement in October 2024 introduced restrictions on the maximum cash discounts available for Right to Buy. This resulted in a temporary surge in Right to Buy applications, and the Council is now seeing the effect of this in transactions. Long term, Government's changes are intended to reduce the number of social homes lost through Right to Buy and therefore the impact of losing more homes than usual is expected to be temporary.
- 11.3 Fortunately, the Council delivered a small surplus in additional homes in Q3 compared to homes lost through Right to Buy. Due to the ongoing effects of the recent Right to Buy changes, the Council may see a temporary reduction in its stock over the coming months; this will be mitigated through delivery of buy-backs and newbuild schemes, with fewer homes expected to be lost through Right to Buy in the future.

12. Complaints

- 12.1 Measure 22 has seen improvement in resolution times since Quarter two, although performance is still below the target of 95%. The service has responded to 96 complaints (Level 1 and Level 2) this quarter, and 371 total complaints year to date.
- 12.2 The introduction of the national Complaints Handling Code changes the definition of what constitutes a complaint, meaning complaint numbers will remain high. These changes are intended to help councils better understand what drives customer dissatisfaction, and both the Ombudsman and the Regulator of Social Housing view high complaints volumes as positive.

13. Strategic Priorities

13.1 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.

14. Organisational Impacts

14.1 Finance

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

The financial position of the HRA and HRS are continually monitored and reported quarterly to this Sub-Committee.

14.2 Legal Implications Including Procurement Rules

There are no legal implications arising from this report.

14.3 Equality, Diversity and Human Rights

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

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

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

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

15. Risk Implications

15.1 (i) Options Explored

Not applicable to this report.

15.2 (ii) Key Risks Associated with the Preferred Approach

Not applicable for this report.

16. Recommendation

16.1 That the 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

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Housing Scrutiny Sub-Committee – Landlord Services Performance 2024/25










APPENDIX A

(Figures in brackets are individual quarterly performance outturns)

PI	Measure Description	Outturn 23/24	Target 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Status (RAG) *Blue = volumetric		Additional information
Rents										
125B (RC1)	Rent collected as a proportion of rent owed	99.69%	97.50%	96.48%	96.42% (96.37%)	100.25% (109.60%)				
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.50%	4.47%	3.33%				
HSSC1	Garage rent collected as a percentage of rent due	New for 24/25	Volumetric	99.28%	97.69% (96.25%)	101.57% (110.89%)		Volumetric		
HSSC2	Percentage of garage rent lost due to vacancy	New for 24/25	Volumetric	25.61%	25.12% (24.67%)	24.71% (23.70%)		Volumetric		
ASB										
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	100.00%	99.26% (98.92%)	99.14% (98.97%)				
90	Average days to resolve ASB cases	46.5 days	60 days	58.16 days	56.07 (55.10)	51.97 (46.22)				
HSSC3	Number of ASB cases by type	New for 24/25	Volumetric	106	347 (241)	587 (240)		Volumetric		
(a)	ASB by type – Noise	New for 24/25	Volumetric	44	109 (65)	194 (85)		Volumetric		
(b)	ASB by type – Verbal abuse/ harassment/ intimidation/ threatening behaviour	New for 24/25	Volumetric	13	75 (62)	123 (48)		Volumetric		
(c)	ASB by type – Drugs/ substance misuse/ drug dealing	New for 24/25	Volumetric	8	42 (34)	79 (37)		Volumetric		
(d)	ASB by type – Pets and animal nuisance	New for 24/25	Volumetric	8	19 (11)	29 (10)		Volumetric		
(e)	ASB by type – Noxious odour	New for 24/25	Volumetric	3	16 (13)	27 (11)		Volumetric		
(f)	ASB by type – Physical violence	New for 24/25	Volumetric	3	13 (10)	20 (7)		Volumetric		
(g)	ASB by type – Garden nuisance	New for 24/25	Volumetric	2	12 (10)	21 (9)		Volumetric		
(h)	ASB by type – Vandalism and damage to property	New for 24/25	Volumetric	2	8 (6)	18 (10)		Volumetric		
(i)	ASB by type – Nuisance from vehicles	New for 24/25	Volumetric	2	4 (2)	7 (3)		Volumetric		

PI	Measure Description	Outturn 23/24	Target 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Status (RAG) *Blue = volumetric		Additional information
(j)	ASB by type – Misuse of communal areas/ public space or loitering	New for 24/25	Volumetric	1	15 (14)	22 (7)		Volumetric		
(k)	ASB by type – Domestic abuse	New for 24/25	Volumetric	1	3 (2)	4 (1)		Volumetric		
(l)	ASB by type – Hate-related incidents	New for 24/25	Volumetric	1	2 (1)	3 (1)		Volumetric		
(m)	ASB by type – Property condition	New for 24/25	Volumetric	0	2 (2)	6 (4)		Volumetric		
(n)	ASB by type – Cuckooing	New for 24/25	Volumetric	0	1 (1)	1 (0)		Volumetric		
(o)	ASB by type – Prostitution/sexual acts/kerb crawling	New for 24/25	Volumetric	0	1 (1)	1 (0)		Volumetric		
(p)	ASB by type – Other	New for 24/25	Volumetric	18	25 (7)	27 (2)		Volumetric		
Allocations										
85A	Percentage of offers accepted first time	88.16%	85.00%	87.93%	87.45% (86.99%)	88.55% (90.76%)				
HS1	Number of people currently on the housing list	2,036 (PSC)	Volumetric	2,029	2,076	2,057		Volumetric		
Voids										
69 (HV1)	Percentage of rent lost through dwelling being vacant	1.18%	1.00%	1.26%	1.31% (1.36%)	1.36% (1.46%)				
58 (HV2)	Average re-let time calendar days for all dwellings (excluding major works)	39.87 days	36 days	40.76 days	43.66 days (46.94)	44.78 days (47.29)				
61 (HV3)	Average re-let time calendar days for all dwellings (including major works)	46.59 days	42 days	48.79 days	50.28 days (51.59)	50.50 days (50.94)				
Investment										
50 (HI1)	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	0.24%	1.00%	0.36%	0.64%	0.45%				
HSSC4	Percentage of properties at SAP rating C or above	New for 2024/25	Volumetric	93.25%	93.71%	93.90%		Volumetric		
Building and Fire Safety Assurance										
48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	98.68%	99.03% (99.27%)	99.00% (98.96%)				

PI	Measure Description	Outturn 23/24	Target 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Status (RAG) *Blue = volumetric		Additional information
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%	100.00%	100.00%				
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	90.92% (TSM)	99.00%	90.92%	90.92%	90.92%				
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%	100.00%	100.00%				
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00% (TSM)	100%	100.00%	100.00%	100.00%				
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	New for 24/25	95%	95.76%	95.37%	95.93%				
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	New for 24/25	99.3%	98.43%	98.59%	98.90%				
HSSC7	Average time taken to complete damp and mould repairs (days)	New for 24/25	20 days	5.31	5.47 (5.71)	4.91 (4.01)				
Repairs (Housing Repairs Service)										
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.89%	99.83% (99.78%)	99.88% (100%)				2,597 priority repairs completed YTD
32 (HM1b)	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	89.29%	97.50%	99.32%	98.23% (97.20%)	96.85% (94.52%)				4,343 urgent repairs completed YTD
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	1.88	1.97 (2.07)	2.01 (2.08)				
34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	98.00%	98.35% (98.68%)	97.62% (96.39%)				
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	98.76%	99.02% (99.27%)	99.17% (99.42%)				7,722 repair appointments made YTD

PI	Measure Description	Outturn 23/24	Target 24/25	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Status (RAG) *Blue = volumetric		Additional information
29B	Percentage of all priority repairs carried out within time limits (1 day) (Aaron Services)	99.98%	99.50%	100.00%	100% (100%)	100% (100%)				2,639 Aaron Services priority repairs completed YTD
Strategy										
HSSC8	Number of new properties delivered	New for 24/25	Volumetric	3	4 (1)	19 (15)		Volumetric		
HSSC9	Number of 'Right to Buy' transactions	New for 24/25	Volumetric	10	12 (2)	24 (12)		Volumetric		
HSSC10	Number of council properties	New for 24/25	Volumetric	7,789	7,788	7,791		Volumetric		
Complaints and Customer Service										
22	% of complaints replied to within target time	35.18%	95.00%	96.30%	93.09% (90.00%)	92.72% (91.67%)				
<p><i>The following is a corporate performance measure overseen by the Customer Services Team, and relates to all calls received by the Customer Contact Centre. This measure therefore includes data not related to the Housing service.</i></p>										
CS3	Average time taken to answer a call to Customer Services	607 seconds (PSC)	300 seconds	(817 seconds)	(795 seconds)	(698 seconds)				

HOUSING SCRUTINY SUB-COMMITTEE

17 MARCH 2025

SUBJECT:	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 the Housing Scrutiny Sub Committee (HSSC) the third quarter's performance (up to 31st December), on the Council's:
- Housing Revenue Account
 - Housing Repairs Service
 - Capital Programmes

And to seek approval for changes to the capital programmes.

- 1.2. Financial Procedure Rules require members to receive, on a quarterly basis, a report prepared jointly by the Chief Finance Officer and Corporate Management Team commenting on financial performance to date. This report is designed to meet this requirement.

2. Lincoln Tenants Panel Consultation

- 2.1. Lincoln Tenants Panel are invited to comment on the content of this report.

3. Executive Summary

- 3.1. This report covers the Housing Revenue Account budgets and Housing Investment Programme for the current financial year.
- 3.2. 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 2024/25 is:

Revenue Accounts	2024/25		
	Budget £'000	Forecast @ Q3 £'000	Variance @ Q3 £'000
Housing Revenue Account – Contribution (to)/from balances	101	(613)	(714)
Housing Repairs Service – (surplus)/deficit	0	(33)	(33)*

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

Capital Programmes	2024/25		
	Opening Budget £'000	Revised Budget @ Q3 £'000	Movement @ Q3 £'000
Housing Investment Programme	22,763	17,411	(5,351)

Balances	2024/25		
	Budgeted Balance @ 31/03/25 £'000	Forecast Balance @ 31/03/25 £'000	Forecast Movement £'000
Housing Revenue Account Balances	(1,030)	(1,744)	(714)

Reserves	2024/25		
	Opening Balance @ 01/04/24 £'000	Forecast Balance @ 31/03/25 £'000	Forecast Movement £'000
HRA Earmarked Reserves	(4,507)	(4,828)	(321)

- 3.3. The detailed financial position is shown in sections 4-7 and accompanying appendices.

4. Housing Revenue Account

- 4.1. For 2024/25 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £101,220, resulting in an estimated level of general balances at the year-end of £1,030,024, after allowing for the 2023/24 outturn position.
- 4.2. The HRA is currently projecting a forecast underspend of £714,390 (appendix A provides a forecast HRA Summary), which would result in HRA balances of £1,744,414 as at the end of 2024/25. This position maintains balances above the prudent minimum of c.£1-1.5m.
- 4.3. Although the forecast position is an underspend 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:

Housing Revenue Account	Forecast
Forecast year-end key variances:	£'000
Nationally agreed pay award settlement	119
Less:	
Increased Investment Interest	(241)
Additional Rental Income	(190)
Increase Admin Overhead Recharges to Capital on External Contracts	(159)
Reduced Repairs Programme Costs	(118)
Reduced Borrowing Costs	(68)
<u>HRS Recharges:</u>	
Housing Repairs Service Overall Surplus Repatriation	(33)
HRS Repairs – increased Responsive jobs	724
HRS Repairs – reduced level of Voids, Aids & Adaptations and Cleansing jobs	(825)
Net Other Variances	77
Overall forecast deficit/(surplus)	(714)

4.4. The key variances have arisen as a result of external variables e.g. economic factors, service demands etc, which differ from the budgeted assumptions. However, in addition, the HRA and HRS continue to experience a number of other variances due to demand pressures and continued recruitment and retention challenges. These main variances, both positive and negative, cover:

- Pay settlement inflation pressure - the impact of the nationally agreed pay award is in excess of the assumptions included within the MTFS. The 2024/25 pay award, agreed by the National Employers for Local Government Services, provided either a flat rate increase of £1,290 (prorate) or a 2.5% increase to all staff dependant on pay spinal point, equivalent to a 5.7% increase for the lowest paid members of staff.
- Borrowing costs – as a result of a delay in the anticipated reduction of the Bank of England Base Rate, which has only dropped marginally from 5.25% to 5% at quarter two, the Council have benefitted from reduced borrowing costs due to the continued strategy to review the reprofiling of loans and maintain adequate resource to reduce the level of budgeted borrowing while interest rates are still high.
- Investment income – in addition to savings on interest payable, the ongoing high base rate has increased the level of interest earned on the Council's cash balances over and above the levels anticipated within the MTFS.
- Rental income – income levels are higher than anticipated due to a higher than budgeted opening Housing stock at the start of the financial year.

- Repairs Programme costs – a change in the nature of works on the Council's housing stock in year has resulted in an increase in works eligible to be funded through the capital investment programme.
- HRS Repairs – while there has been a net reduction in repairs recharges from the HRS to the HRA, there has been a switch in the nature of HRS rechargeable works anticipated this year with a significant increase in demand for responsive repairs, wholly offset by a reduction in the level of voids repairs, aids and adapts and cleansing works.

4.5. Alongside these variances the Housing Repairs Services (HRS) is currently reporting a small forecast surplus, which is consequentially repatriated to the HRA, as a result of the information set out in Section 5 below.

4.6. The potential impact beyond 2024/25 of these changes in key variables has been assessed and has in some cases has required future years budgets to be reset as part of the refreshed MTFS 2025-2030. The additional staff costs arising as a result of the proposed pay award are unavoidable and have required an ongoing increase in future pay budgets. In relation to housing repairs, the Housing Directorate Management Team continue work on the individual repairs service areas, i.e. Aids & Adaptations, Voids, Responsive Repairs etc, in order to review and manage demand and cost drivers. Work also continues within the HRA and HRS to address the recruitment and retention challenges, (this also forms part of a wider scope of work developing the Council's Workforce Development Strategy), which is already seeing some success with a reduction in level of vacancies.

4.7. 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 are recommended. Strong budgetary control should continue to be a focus to ensure expenditure and income remain balanced within budget, resulting in a positive contribution to reserves at outturn.

4.8. **HRA Earmarked Reserves**

4.9. **Carry Forward Requests**

Financial Procedure Rules state that Assistant Directors are able to carry forward any budget provision not utilised during the financial year, to be used for the same purpose, in future years subject to the HRA as a whole not being overspent. Based on the forecast outturn as at quarter three, and subject to the final cash limit outturn, in 2024/25 a list of requests (which will be transferred from the surplus to earmarked reserves for drawdown in future years) is shown below totalling £325,340:

Reason for Carry Forward	Amount £
DeWint Court Sinking Fund reserve – as agreed in the original business case, any in year surplus will be contributed to a Sinking Fund to support future maintenance costs.	59,570
HRA Electrical Testing – in year surplus contributed to reserves to manage the cyclical nature of works in future years.	119,860
Smoke Alarm/CO2 Detector Testing – in year surplus contributed to reserves to manage the cyclical nature of works in future years.	127,620
Tenant Satisfaction Survey reserve – retain unspent grant income to fund ongoing costs in relation to tenant satisfaction measures.	18,290
Total Carry Forward Requests:	325,340

These carry forward requests are included in the forecast outturn position.

4.10. Transfers to Reserves

In addition to the above carry forward requests, a number of requests for additional transfers to reserves have been made, whereby the HRA have requested a transfer to a new, or existing, reserve from underspent budgets, to be used for alternative purposes or to mitigate risks in future years, subject to the HRA as a whole not being overspent. Based on the forecast outturn as at quarter three, and subject to the final cash limit outturn for 2024/25, all of request(s) are shown below totalling £77,020:

Reason for Transfer to Reserves	Amount £
HRA IT Reserve – transfer of admin team vacancy savings to support agency costs in relation to the HITREP project in 25/26	30,000
HRS Social Value Reserve – transfer of contractor SV contributions to support future initiatives	47,020
Total Transfer to Reserves Requests:	77,020

These additional reserve contributions are included in the forecast outturn position.

4.11. Details of the HRA Earmarked Reserves are set out in paragraph 6 and Appendix E.

5. Housing Repairs Service

- 5.1. For 2024/25 the Council's Housing Repairs Service net revenue budget was set at zero, reflecting its full cost recovery nature.
- 5.2. At quarter three the HRS are forecasting a surplus of £32,882 in 2024/25, an improvement of £50,136 since quarter two, which has subsequently been repatriated to the HRA, 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:

Housing Repairs Service Forecast year-end key variances:	Forecast £'000
Increase in sub-contractors' usage and prices	1,062
Income shortfall as a result of a lower level of voids, aids & adapts and cleansing jobs	247
Increased Skip hire costs	104
Nationally agreed pay award settlement	47
Less:	
Staff vacancies due to recruitment and retention challenges	(451)
Decrease in material costs	(58)
Income surplus as a result of increase in responsive repairs, quoted jobs & other works	(975)
Net other variances	(9)
Overall forecast deficit/(surplus)	(33)

- 5.3. While overall the HRS is forecasting a much-improved year-end position, with a small forecast surplus, there are still a number of significant income and expenditure variances. These main variances, both positive and negative, cover:

- Whilst the position is improving, the HRS is still being impacted by recruitment challenges, with continued difficulties in attracting and retaining staff resulting 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.
- Additionally, the HRS are seeing increased levels of work in relation to regulatory compliance, such as damp and mould remediation and installation of fire doors, this is increasingly affecting the capacity to carry out routine works, further compounding the reliance on sub-contractors.
- As the increased subcontractor costs are not reflected in the service hourly rate an overhead recovery is not recouped on sub-contractors this results in an under recovery of full costs from the HRA. However, due to the change in

nature of works this year and the increase in responsive repairs, which are predominantly performed by our own labour force, the HRS has seen an increase in income which does attract the overhead recovery rate.

- The forecast surplus also includes the impact of the national pay award settlement, which is in excess of the assumptions included within the MTFS as outlined in both the General Fund and HRA variances.

- 5.4. While the forecast outturn for the HRS is a small budget underspend, there still remains uncertainty in terms of service demands and income forecasts. As such it is essential that the tight controls implemented to monitor premium sub-contractor spend are maintained to minimise the projected surplus and mitigate against the potential for the current net underspend in the HRA, as outlined in section 4 above, to deteriorate.

6. Earmarked Reserves

- 6.1. 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 Housing Repairs, HRA Strategic Priorities, HRA Invest to Save, HRA IT and Disrepairs Management, etc. A number of these reserves are budgeted for use over the period of the MTFS.
- 6.2. The details of all the earmarked reserves and their forecast balance as at 31st March 2025 are attached in Appendix E, with further details in the MTFS 2024-2029. In summary:

Earmarked Reserves	Opening Balance 01/04/24 £'000	Increase £'000	Decrease £'000	Closing Balance 31/03/25 £'000
Housing Revenue Account	4,507	747	(426)	4,828

7. Capital Programme

7.1. Housing Investment Programme

- 7.2. The revised Housing Investment Programme for 2024/25 amounted to £17.432m following the Quarter 2 position. At quarter 3 the programme has been decreased by £0.020m to £17.411m, as shown below:

Housing Investment Programme	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Revised Budget at Quarter 2	17,432	17,219	14,780	13,698	12,056
Budget changes for approval – Quarter 3	(20)	2,380	436	38	39
Revised Budget	17,411	19,600	15,216	13,736	12,095

- 7.3. All changes over delegated limits require approval by the Executive. The following change has already been approved by the Executive.

Approved by the Executive:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Increased budget allocations					
Victory Hotel Site Boultham Park Road – approved at Executive 18 th November 2024	0	2,537	0	0	0
Total changes approved by Executive	0	2,537	0	0	0

- 7.4. New schemes, or changes to current schemes, over an approved limit, are subject to Executive approval. There have been the following new schemes, and changes to current schemes in Quarter 3 requiring Executive approval.

Changes requiring Executive Approval:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Increased budget allocations					
Void Capitalised Works - funded from MRR	0	34	36	38	39
Total changes requiring Executive Approval	107	34	36	38	39

- 7.5. The Chief Finance Officer has authority to approve new schemes up to an approved limit. The following schemes was added in Quarter 3:

Approved by the Chief Finance Officer:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Increased budget allocations					
Property Acquisitions: Individual purchase and repair acquisitions approved under officer delegations - funded from RTB 1-4-1 receipts with borrowing as match element	107	0	0	0	0
Sincil Community Land Trust Right to Buy Grant Scheme - funded through RTB 1-4-1 receipts	78	0	0	0	0
Total changes approved by Chief Finance Officer	78	0	0	0	0

- 7.6. 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:

Changes approved by the Chief Finance Officer:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Reprofiled Expenditure					
Thermal Comfort Works	(42)	42	0	0	0

Kitchen Improvements	490	(490)	0	0	0
Door Replacement	(200)	0	200	0	0
Replacement Door Entry Systems	(50)	50	0	0	0
Fire Doors	(100)	100	0	0	0
Environmental Works	(200)	0	200	0	0
HRA Buildings	(82)	82	0	0	0
Increased budget allocations					
DH Central Heating Upgrades - funded from MRR	0	25	0	0	0
Communal TV Aerials - funded from MRR	8	0	0	0	0
Fire Alarms - funded from MRR	9	0	0	0	0
Reduced budget allocations - returned to available resources (major repairs reserve and DRF)					
Telephony	(6)	0	0	0	0
Communal Electrics	(8)	0	0	0	0
Renew stair structure	(25)	0	0	0	0
Total Changes Approved by the Chief Finance Officer	(205)	(191)	400	0	0
Total HIP Delegated Approvals and Approvals by/for Executive	(20)	2,380	436	38	39

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

Housing Investment Programme - Projected Outturn	2024/25			
	Budget following Q2 Report £'000	Revised Budget Q3 £'000	Forecast Outturn £'000	Variance £'000
Decent Homes / Lincoln Standard	9,005	9,153	9,153	0
Health and Safety	646	580	580	0
Contingent Major Repairs / Works	0	0	0	0
New Build Programme	6,331	6,515	6,515	0
Other Schemes	1,137	856	856	0
Computer Fund / IT Schemes	312	306	306	0
Total Capital Programme	17,432	17,411	17,411	0

7.8. The overall expenditure on the Housing Investment Programme at the end of Q3 was £8.861m, which is 50.89% of the 2024/25 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 £1.3m). This is detailed further at Appendix G.

- 7.9. A further £0.680m has been spent as at the end of January 2025, 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 billing of capital works.

8. Strategic Priorities

- 8.1. 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 2024/25 in order that it can continue to deliver services in support of Vision 2025, and the new Vision 2030.

9. Resource Implications

- 9.1. 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 forecasts, based on the information to date on income and expenditure, the HRA is forecast to maintain a balanced budget position in the current financial year.

General Balances, on the HRA, are the only resource not earmarked to a particular future need. The prudent minimum level of balance that should be maintained on the HRA is £1m-£1.5m. Based on the latest forecasts of income and expenditure the level of balances in 2024/25 are estimated to be maintained above this range. The close monitoring of the Council'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 2024/25 the Council continues to face ongoing pressures as a result of increasing baseline costs due to inflationary impacts, escalating service demands and income pressures. The Council will continue to face further financial challenges as it responds to the impact of these issues and the continued need to deliver ongoing reductions in the net cost base, as set out in the MTFS 2025-2030.

- 9.2. Legal implications Including Procurement Rules

There are no legal implications arising from this report.

9.3. 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.

10. 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 MTFS 2025-30.

11. Recommendation

HSSC are recommended to:

11.1. Note the financial performance for the period 1st April to 31st December 2024.

Key Decision	No
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Key Decision Reference No.	N/A
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Do the exempt information categories apply?	No
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Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?	No
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Does the report contain appendices?	Yes
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List of Background Papers:	Medium Term Financial Strategy 2025-2030
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Lead Officer:	Laura Shipley, Financial Services Manager Laura.shipley@lincoln.gov.uk
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HOUSING REVENUE ACCOUNT FUND SUMMARY – AS AT 31 DECEMBER 2024

	Ref	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Gross Rental Income	A	(35,220)	(35,410)	(190)
Charges for Services & Facilities	B	(658)	(699)	(41)
Contribution towards Expenditure	C	(50)	(10)	40
Repairs Account – Income	D1	(68)	(126)	(58)
Supervision & Management – General	D2	(808)	(1,008)	(200)
Supervision & Management – Special	D3	(75)	(113)	(38)
Repairs & Maintenance	E	11,729	11,741	12
Supervision & Management – General	F1	7,367	7,521	154
Supervision & Management – Special	F2	2,140	2,385	244
Rents, Rates and Other Premises	G	861	838	(23)
Increase in Bad Debt Provisions	H	251	251	0
Insurance Claims Contingency	I	439	439	0
Contingencies	J	348	103	(245)
Depreciation	K	8,198	8,513	315
Impairments	L	0	0	0
Debt Management Expenses	M	16	9	(7)
HRS Trading (Surplus) / Deficit	N	0	(33)	(33)
Net Cost of Service	O	(5,530)	(5,599)	(69)
Loan Charges Interest	P	2,331	2,264	(68)
Investment/Mortgage Interest	Q	(428)	(669)	(241)
Net Operating Inc/Exp	R	(3,626)	(4,004)	(378)
Major Repairs Reserve Adjustment	T	3,423	3,109	(315)
Transfers to/from reserves	U	304	282	(22)
(Surplus)/Deficit in Year	V	101	(613)	(714)

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.

Ref		£	Reason for variance
	<u>Reduced Income</u>		
C	Court Costs	40,000	Reduction in recovered income from court costs as less cases in year than anticipated.
	<u>Increased Income</u>		
Q	Investment Interest	(241,230)	Increased investment income as a result of higher interest rates.
D2	Supervision & Management - General	(159,000)	Increase in admin overhead recharges to capital on external contracts.
A	Gross Rental Income	(148,070)	Additional rental income as a result of higher than budgeted opening housing stock levels.
B	Non Dwelling Rents	(41,500)	Reduction in void loss garage rental income
N	HRS Surplus/Deficit	(32,880)	Estimated HRS surplus position (refer to further detail in Section 5 and Appendix F).
	<u>Reduced Expenditure</u>		
E	Repairs & Maintenance - HRS	(825,180)	Reduced HRS expenditure on Voids (£664k), Aids and Adapts (£138k) and Cleansing (£23k), wholly offsetting the increase on Responsive Repairs costs below (net underspend £724k).
T	Major Repairs Reserve Adjustment/Direct Revenue Finance	(314,520)	Reduced contribution to Major Repairs Reserve to offset the increase in depreciation costs following revaluations of properties in year
F	Supervision & Management	(119,590)	Reduced expenditure on Employee Costs due to staff vacancies, offset by agency costs below.
E	Repairs Account	(118,320)	Reduced expenditure on HRA Repairs programme due to a change in nature between capital and revenue costs with more costs being eligible to be capitalised.
P	Loan Charges Interest	(67,560)	Reprofiling of loans and adequate resources resulting in reduction in planned borrowing costs.

Ref		£	Reason for variance
	<u>Increased Expenditure</u>		
E	Repairs & Maintenance - HRS	723,590	Increased HRS expenditure on Responsive Repairs (£724k), offset by underspend above (net underspend £102k).
K	Depreciation	314,520	Increase in depreciation costs following revaluation of housing stock, offset by a Major Repairs reserve reduction above.
F1	Supervision & Management – General	119,390	Impact of National Employers pay award settlement in excess of budgeted assumptions.
F1	Supervision & Management – General	47,260	Cost of agency staff to cover staff vacancies within Supervision & Management, offset by Vacancy savings above.
F1	Supervision & Management – General	66,250	Membership Fee increases on Housing Ombudsman, and additional Regulator of Social Housing annual subscription costs.
F1	Supervision & Management – General	74,230	Increased expenditure primarily due to additional Housing IT costs
E	Repairs Account	56,170	Gas Servicing of Central Heating increase in market prices and addition of relet costs.
F1	Supervision & Management – General	50,850	Caretakers fly tipping cost increase

HOUSING REPAIRS SERVICE SUMMARY – AS AT 31 DECEMBER 2024

	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Employees	4,107	3,703	(404)
Premises	193	166	(27)
Transport	440	416	(23)
Materials	1,561	1,503	(58)
Sub-Contractors	2,635	3,696	1,062
Supplies & Services	323	469	146
Central Support Charges	707	707	0
Capital Charges	0	0	0
Total Expenditure	9,965	10,660	696
Income	(9,965)	(10,693)	(728)
(Surplus)/Deficit	0	(33)	(33)

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.

	£	Reason for Variance
<u>Reduced Expenditure</u>		
Employee Costs	(450,898)	Vacancies within the Operative staff.
Premises	(26,650)	Reduction in utility forecasts due to delay in depot being in use.
<u>Increased Expenditure</u>		
Sub-Contractors	1,061,711	Increased use of sub-contractors to meet void turnaround targets, new work streams and impact of Hermit Street properties becoming available.
Skip Hire	103,648	Increased usage of skips due to delay to the use of Hiab.
National Pay Award	46,570	Impact of the National Employers pay settlement, in excess of budget assumptions.
<u>Increased Income</u>		
Response Repairs, Quoted Jobs & Other Income	(975,436)	Higher level of responsive work carried out by HRS Operatives, as a result of a switch in the nature of HRS works between voids and responsive repairs, generating increased income through the internal overhead recovery rate.
<u>Reduced Income</u>		
Voids, Aids & Adapts and Cleansing Works Income	247,038	Reduced income as a result of sub-contractor costs on overhead recovery and old SOR rates used for billing (pending update). Voids works at £85k, Aids & Adapts £138k and Cleansing works at £23k.

HRA EARMARKED RESERVES – Q3 MONITORING 2024/25

	Revised Opening Balance	In Year Increase	In Year Decrease	Forecast Closing Balance
	01/04/2024 £'000	£'000	£'000	31/03/2025 £'000
HRA				
Capital Fees Equalisation	110	-	-	110
Cyclical Smoke Alarm/CO2 Detector Testing	0	128	-	128
De Wint Court	73	-	-	73
De Wint Court Sinking Fund	113	71	-	184
Disrepairs Management	287	-	(32)	255
Housing Business Plan	842	-	(166)	676
Housing Repairs Service	76	-	(69)	7
HRA IT	170	365	-	535
HRA Electrical Testing	0	120	-	120
HRA Repairs Account	1,351	-	(90)	1,261
Housing Strategic Priority	764	-	-	764
HRS Social Value	111	47	-	158
Invest to Save (HRA)	375	-	(44)	331
NSAP/RSAP Sinking Fund	18	9	-	27
Regulator of Social Housing	180	-	(26)	154
Strategic Growth Reserve	5	-	-	5
Tenant Satisfaction Survey	31	8	-	39
Total Earmarked Reserves	4,507	747	(426)	4,828

CAPITAL RESOURCES – Q3 MONITORING 2024/25

	Opening balance 01/04/24	Contributions	Used in financing	Forecast balance 31/03/25
	£'000	£'000	£'000	£'000
Capital Grants/Contributions HRA	275	1,155	(1,155)	275
Capital receipts HRA	2,560	1,059	(404)	3,215
Capital receipts 1-4-1	3,780	1,951	(732)	4,999
Major Repairs Reserve	23,734	11,936	(13,672)	21,998
Total Capital Resources	30,349	16,101	(15,963)	30,487

Currently the HIP has schemes planned to facilitate use of all 1:4:1 receipts with no repayment required in 24/25.

Housing Investment Programme – Summary of Expenditure as at 31st December 2024

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2024/25 - Reported at Q2	Q3 Budget Increase / Decrease	2024/25 Revised Budget	Actual Expenditure 31/12/24	2024/25 % Spend to Revised Budget
<u>Decent Homes</u>					
Bathrooms & WC's	500,000	0	500,000	233,224	46.64%
DH Central Heating Upgrades	2,016,960	0	2,016,960	1,579,668	78.32%
Door Replacement	1,034,000	(200,000)	834,000	441,672	52.96%
Fire Compartment works	50,000	0	50,000	2,675	5.35%
Fire Doors	300,000	(100,000)	200,000	80,468	40.23%
Kitchen Improvements	1,190,000	490,000	1,680,000	852,707	50.76%
Lincoln Standard Windows Replacement	1,183,000	0	1,183,000	986,563	83.40%
New services	75,000	0	75,000	52,790	70.39%
Re-roofing	100,000	0	100,000	484	0.48%
Rewiring	20,000	0	20,000	0	0.00%
Structural Defects	100,000	0	100,000	10,154	10.15%
Thermal Comfort Works	50,000	(42,000)	8,000	0	0.00%
Aids & Adoptions	50,000	0	50,000	46,879	93.76%
Void Capitalised Works	2,300,000	0	2,300,000	233,970	10.17%
Decent Homes Total	8,968,959	148,000	9,116,959	4,529,902	49.69%
<u>Health and Safety</u>					
Asbestos Removal	198,702	0	198,702	87,553	44.06%
Asbestos Surveys	133,763	0	133,763	45,920	34.33%
Fire Alarms	0	9,062	9,062	9,062	100.00%
Renew stair structure	25,000	(25,000)	0	0	0.00%
Replacement Door Entry Systems	288,846	(50,000)	238,846	10,679	4.47%
Health and Safety Total	646,311	(65,938)	580,373	153,214	26.40%

IT/Infrastructure					
Housing Support Services Computer Fund	306,441	0	306,441	190,455	62.15%
Telephony	5,558	(5,558)	0	0	0.00%
IT/Infrastructure Total	311,999	(5,558)	306,441	190,455	62.15%
Lincoln Standard					
Over bath showers (10 year programme)	36,450	0	36,450	0	0.00%
Lincoln Standard Total	36,450	0	36,450	0	0.00%
Other Current Developments					
CCTV	0	0	0	0	0.00%
Communal Electrics	160,000	(8,000)	152,000	60,059	39.51%
Communal TV Aerials	5,000	8,000	13,000	9,799	75.38%
Environmental works	500,000	(200,000)	300,000	140,245	46.75%
Garages	60,000	0	60,000	0	0.00%
Hiab and Mule	130,689	0	130,689	130,689	100.00%
HRA Buildings	81,639	(81,639)	0	0	0.00%
Landscaping & Boundaries	200,000	0	200,000	112,389	56.19%
Other Current Developments Total	1,137,327	(281,639)	855,689	453,180	52.96%
HOUSING INVESTMENT TOTAL	11,101,047	(205,135)	10,895,912	5,326,751	48.89%

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2024/25 - Reported at Q2	Q3 Budget Increase / Decrease	2024/25 Revised Budget	Actual Expenditure 31/12/24	2024/25 % Spend to Revised Budget
<u>HOUSING STRATEGY AND INVESTMENT</u>					
<u>New Build Programme</u>					
Property Acquisitions	2,546,991	106,507	2,653,498	1,282,072	48.32%
New Build Capital Salaries	46,953	0	46,953	0	0.00%
SCLT Right to Buy Grant Scheme	0	78,219	78,219	0	0.00%
New Build Site – Hermit Street	1,995,857	0	1,995,857	1,911,982	95.80%
New Build Site - Jasmin Green	50,000	0	50,000	0	0.00%
Ermine Church Land	349,893	0	349,893	340,000	97.17%
Western Growth Corridor	1,340,941	0	1,340,941	0	0.00%
New Build Programme Total	6,330,635	184,726	6,515,361	3,534,054	54.24%
HOUSING STRATEGY AND INVESTMENT TOTAL	6,330,635	184,726	6,515,361	3,534,054	54.24%
TOTAL HOUSING INVESTMENT PROGRAMME	17,431,682	(20,409)	17,411,273	8,860,805	50.89%

SUBJECT: TARGET SETTING 2025/26

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: LARA WELLS, CORPORATE POLICY AND TRANSFORMATION TEAM

1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub-Committee a range of proposed performance measures for the upcoming financial year 2025/26, intended to support the sub-committee to effectively scrutinise the Council's role as a social landlord; and
- 1.2 To seek the Housing Scrutiny Sub-Committee's approval of this range of performance indicators, attached as '**Appendix A**' to this report, for presentation to the sub-committee on a quarterly basis.

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 proposes a range of operational performance measures which, if reported to the sub-committee on a quarterly basis throughout 2025/26, aims to provide an effective means of enabling the sub-committee to scrutinise how the Council exercises its duties as a social landlord.
- 2.2 The proposed performance measures for 2025/26 are attached as '**Appendix A**' to this report. There are, in total, forty-one measures for the Sub-Committee's consideration; a slight increase on the thirty-seven measures reported in 2024/25. This increase is largely due to the introduction of new national reporting requirements, and recognition that some of these reporting requirements add value to the Council's scrutiny process by providing context to support existing performance measures.
- 2.3 Within '**Appendix A**' the new measures proposed for 2025/26 are highlighted blue. Three measures are proposed for deletion, and these are highlighted in red.
- 2.4 LTP have had the opportunity to comment on the report and support the performance targets proposed for 2025/26 and note the areas that are currently performing above and below target, and how these relate to the targets proposed for the coming year.

3. Proposed Changes to Performance Measures 2025/26

- 3.1 The range of proposed performance measures attached as '**Appendix A**' can be summarised as follows:

Carry Forward of Existing Measures

3.2 All but two of the performance measures from 2024/25 have been carried forward, with most targets for those measure remaining the same. The only exceptions are:

- *Investment* – the target for measure HSSC4 (Percentage of properties at SAP rating C or above) has been changed from a volumetric to a targeted measure. The new proposed target would be set to 95.20%.
- *Building and Fire Safety Assurance* – the target for measure BS04 has been reduced to 65.00%. The service trailed the process this year, targeting properties that are a higher risk/problematic access which is reflected in the lower completion rate and have predominantly previously refused access for upgrade work i.e. heating install. This is a rolling programme of work as advised by our water hygiene specialists.
- *Customer Service* – it is proposed that the target for measure CS3 (Average time taken to answer a call to Customer Services) is to change to 500 seconds (PSC high target). Target amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. We will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.

Measures Proposed for Deletion

3.3 As set out in Appendix A, there are two measures propose for deletion. These are:

- *ASB* – it is proposed for measures 89 and 90 to be removed with alternative reporting schedule/profile to be discussed and agreed.

New Measures

3.4 A range of new targets are also proposed for 2025/26. All new measures are highlighted blue in '**Appendix A**', and are summarised as follows:

- *Housing Solutions* – one new volumetric measure proposed to inform the sub-committee of the number of households being placed in temporary accommodation
- *Building and Fire Safety Assurance* – three new measures proposed to provide useful context to the committee on how the Council meets its building safety duties regarding our fire door programme. Measures include 'Percentage of fire doors inspected against planned programme,' 'Percentage of required fire door repairs carried out following inspection' and 'Number of certified fire door sets installed.'

- *Building and Fire Safety Assurance* – two new measures proposed in relation to Radon in our domestic properties. The measures recommended are ‘Number of domestic properties monitored for Radon’ and ‘Number of domestic properties with Radon level over action level of 200Bq m-3’.
- *Strategy* – two additional Right to Buy volumetric measures are proposed to provide better visibility of the teams work in processing applications. One measure will show how many Right to Buy applications have been submitted and another measure for the number either denied or suspended. With the addition of these two measures alongside the existing Right to Buy measure, it will show a clearer picture of the volume of applications coming in and also how many are fully completed (sold), denied or suspended.
- *Control Centre (Lincare)* – two new volumetric measure have been introduced to monitor the volume of calls being received by the Control Centre. The first measure is ‘Number of alarm calls received. The data for this measure makes up a part of the calculation for measure CC2 ‘% of alarm calls answered in 60 seconds’ in Performance Scrutiny Committee performance reporting. The second is to show the amount of non-alarm related calls that go through to the Control Centre. This measure will display the number of calls by type e.g. ‘Out of Hours Repairs,’ ‘Dog Related,’ ‘Out of Hours Homeless.’

3.5 Collectively, the proposed set of measures in ‘**Appendix A**’ aims to support the Housing Scrutiny Sub-Committee in having a good view of performance across all aspects of the landlord function, maximising the effectiveness of the scrutiny process and providing useful context on the key issues that affect the Council as a stock holding authority.

4. Strategic Priorities

4.1 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.

5. Organisational Impacts

5.1 Finance

There are no direct financial implications arising from this report.

5.2 Legal Implications Including Procurement Rules

There are no legal implications arising from this report.

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.

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 service delivery.

6. Risk Implications

6.1 (i) Options Explored

Not applicable to this report.

6.2 (ii) Key Risks Associated with the Preferred Approach

Not applicable for this report.

7. Recommendation

- 7.1 That the Housing Scrutiny Sub-Committee considers the range of performance measures proposed in '**Appendix A**,' and confirms which measures they approve for inclusion in quarterly performance reporting for the coming year 2025/26.

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 Officers:

Lara Wells,
Corporate Policy and Transformation Team
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PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
Rents						
125B (RC1)	Rent collected as a proportion of rent owed	99.69%	97.50%	100.25%	97.50%	Measure to remain and targets continue to be suitable following review.
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.33%	4.00%	Measure to remain and targets continue to be suitable following review.
HSSC1	Garage rent collected as a percentage of rent due	N/A	Volumetric	101.57%	Volumetric	Measure is being retained as a volumetric measure.
HSSC2	Percentage of garage rent lost due to vacancy	N/A	Volumetric	24.71%	Volumetric	Measure is being retained as a volumetric measure.
ASB						
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	99.14%	N/A	Measure to be removed, alternative reporting schedule/profile to be discussed and agreed.
90	Average days to resolve ASB cases	46.5 days	60 days	51.97	N/A	Measure to be removed, alternative reporting schedule/profile to be discussed and agreed.
HSSC3	Number of ASB cases by type	N/A	Volumetric	587	Volumetric	Measure is being retained as a volumetric measure.
Allocations						
85A	Percentage of offers accepted first time	88.16%	85.00%	88.55%	85.00%	Measure being retained and targets continue to be appropriate following review.

[illegible]

PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	99.00%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS02	Proportion of homes for which all required fire risk assessments have been carried out	N/A	99.00%	100.00%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A	99.00%	90.92%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	N/A	99.00%	100.00%	65.00%	Target Change: Trailed the process this year, targeting properties that are a higher risk/problematic access which is reflected in the lower completion rate and have predominantly previously refused access for upgrade work i.e. heating install. This is a rolling programme of work as advised by our water hygiene specialists
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	N/A	100%	100.00%	100%	Measure being retained and targets continue to be appropriate following review.
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	N/A	95%	95.93%	95%	Measure being retained and targets continue to be appropriate following review.
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	N/A	99.3%	98.90%	99.3%	Measure being retained and targets continue to be appropriate following review.
HSSC7	Average time taken to complete damp and mould repairs (days)	N/A	20 days	4.91	20 days	Measure being retained and targets continue to be appropriate following review.
	Percentage of fire doors inspected against planned programme.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams

PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
	Percentage of required fire door repairs carried out following inspection	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of certified fire door sets installed.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of domestic properties monitored for Radon.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of domestic properties with Radon level over action level of 200Bq m-3	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
Repairs (Housing Repairs Service)						
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.88%	99.50%	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
32 (HM1b)	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	89.29%	97.50%	96.85%	97.50%	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	2.01	3 days	Measure being retained and targets continue to be appropriate following review.
34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	97.62%	92.00%	Measure being retained and targets continue to be appropriate following review.
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	99.17%	98.00%	Measure being retained and targets continue to be appropriate following review.

PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
29B	Percentage of all priority repairs carried out within time limits (1 day) (Aaron Services)	99.98%	99.50%	100%	99.50%	Measure being retained and targets continue to be appropriate following review.
Strategy						
HSSC8	Number of new properties delivered	N/A	Volumetric	19	Volumetric	Measure is being retained as a volumetric measure.
HSSC9	Number of 'Right to Buy' transactions	N/A	Volumetric	24	Volumetric	Measure is being retained as a volumetric measure.
HSSC10	Number of council properties	N/A	Volumetric	7,791	Volumetric	Measure is being retained as a volumetric measure.
	Number of Right to Buy applications submitted	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the teams work in processing applications
	Number of Right to Buy applications denied or suspended	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the teams work in processing applications
Complaints and Customer Service						
22	% of complaints replied to within target time	35.18%	95.00%	92.72%	95.00%	Measure being retained and targets continue to be appropriate following review.

PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
CS3	Average time taken to answer a call to Customer Services	607 seconds	300 seconds	698 seconds	500 seconds (high target for PSC)	Targets amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. These calls can take some time to resolve while the customer is on the phone, to make sure appropriate action is taken and reducing where possible, the need for follow up calls. However, we will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.
Control Centre						
	Number of alarm calls answered through Lincare	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the volume of calls coming in to the Control Centre
	Number of none-related alarm voice calls answered through Lincare – by type	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the volume of calls coming in to the Control Centre

HOUSING SCRUTINY SUB-COMMITTEE**17 MARCH 2025**

SUBJECT:	HOUSING ASSET MANAGEMENT STRATEGY
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHORS:	MATTHEW HILLMAN, ASSISTANT DIRECTOR (ASSET MANAGEMENT) MICHELLE HOYLES, HOUSING STRATEGY MANAGER

1. Purpose of Report

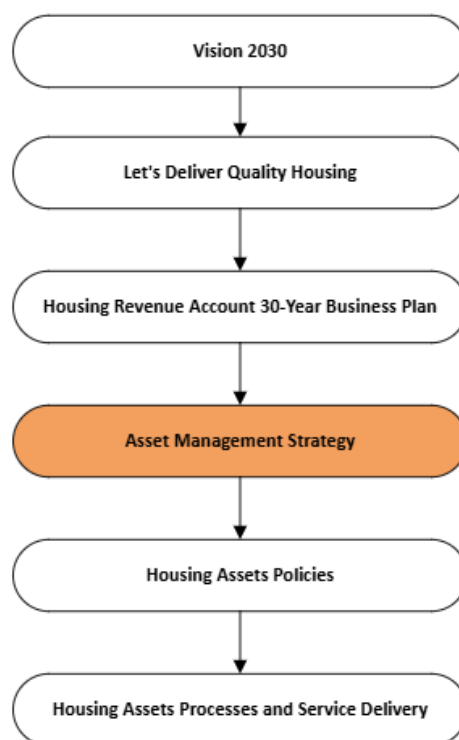
- 1.1 To present to the Housing Scrutiny Sub-Committee the Directorate of Housing and Investment's draft Asset Management Strategy; and
- 1.2 To request the Sub-Committee's feedback on the draft strategy in preparation for its progression to Executive for formal adoption.

2. Lincoln Tenants' Panel (LTP) Consultation

- 2.1 LTP has been consulted on this report and provided the following feedback:
 - They support the content of the strategy and what the service is proposing to deliver
 - They welcome the strategy's format, finding it clear, easy and engaging to read, and suitable for tenants as its main audience
- 2.2 LTP made some suggestions on the strategy's content, and these have been incorporated into the final draft presented to Housing Scrutiny Sub-Committee (HSSC) and appended to this report.

3 Summary

- 3.1 In November 2023 the council adopted its 30-Year HRA Business Plan, which sets out a series of core objectives, including:
 - Developing and improving core landlord services
 - Providing additional affordable housing
 - Regenerating our estates and neighbourhoods
 - Reducing our carbon emissions
- 3.2 Alongside development of the Business Plan, the Housing Assets directorate has also developed a series of policies to support effective delivery of its services. There remains a gap in the directorate's governance 'golden thread', between the Business Plan and these policies; an Asset Management Strategy has been identified as a means of bridging this gap, and will help ensure the Council meets the requirements of the Regulator of Social Housing's Consumer Standards that were introduced in April 2024:



3.3 A proposed Asset Management Strategy is attached as '**Appendix A**' to this report. The Strategy has four key outcomes:

- Health and safety compliance
- Planned investment
- Decarbonisation
- Responsive repairs (including aids and adaptations)

4. Strategy Development

- 4.1 The Strategy has been developed with tenants as its primary audience, with a more visual format and simplified content. It addresses all relevant parts of the Regulator's Consumer Standards, and each of the four outcomes is accompanied by an action plan that sets out key activities the directorate will undertake to further enhance and improve the quality of the council's homes and how it engages with tenants throughout. The action plan also identifies key activities the council needs to undertake to ensure it continues to meet the requirements of the Building Safety Regulator.
- 4.2 The lifespan of the Strategy is five years, both to coincide with Vision 2030 and in anticipation of the energy efficiency standards all landlords are required to meet by 2030, when all rented homes will be mandated to have a minimum EPC 'C' rating.

5. Strategic Priorities

5.1 Let's Deliver Quality Housing

Having an Asset Management Strategy ensures the Council has a complete governance framework for how it oversees management of its housing stock and ensures continuous improvement of its services. The Strategy also helps to ensure the Council is meeting the requirements of both the Regulator of Social Housing's Consumer Standards, and the Building Safety Regulator.

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

There are no direct financial implications arising from the report recommendations. The MTFS 2025-2030 sets out the Housing Revenue Account and Housing Investment Programme budgets, which support the 30-Year Business Plan, and the overall financial framework in which this Asset Management Strategy will be delivered. Individual projects and schemes will be subject to Executive approval as required under Financial Procedure Rules.

6.2 Legal Implications Including Procurement Rules

None identified.

6.3 Equality, Diversity & 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; and
- Foster good relations between different people when carrying out their activities.

There will be Equality and Diversity implications arising from this Strategy; however, all impacts are expected to be positive. No adverse impacts are identified, as the purpose of the strategy is to support the Council in meeting the requirements of the Regulator of Social Housing, by continuing to enhance and improve the quality of its homes.

7. Risk Implications

7.1 (i) Options Explored

Not applicable to this report, as the Council needs an Asset Management Strategy.

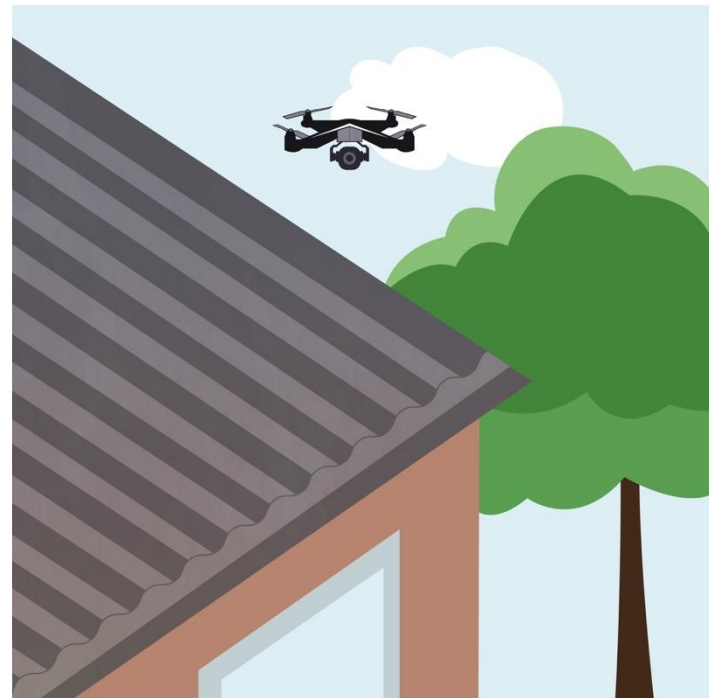
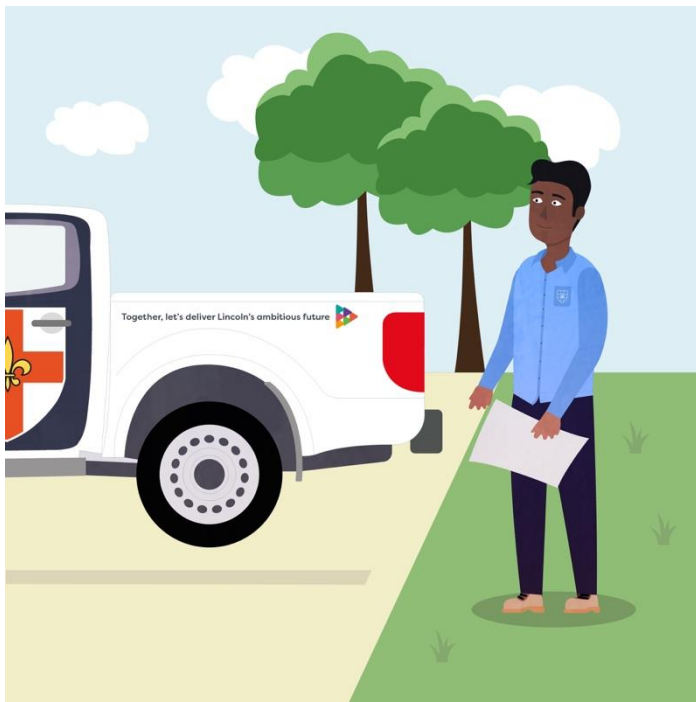
7.2 (ii) Key Risks Associated with the Preferred Approach

None identified; having an Asset Management Strategy enables the council to demonstrate its commitment to the continuous improvement of its homes, and implementation and monitoring of the action plan is expected to reduce the corporate risks associated with its housing stock.

8. Recommendation

- 8.1 That the Housing Scrutiny Sub-Committee notes the draft Asset Management Strategy attached as '**Appendix A**' to this report, and provides feedback prior to its progression to Executive for formal adoption.

Is this a key decision?	Yes
Do the exempt information categories apply?	No
Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?	No
How many appendices does the report contain?	One (Appendix A)
List of Background Papers:	None
Lead Officer:	Matthew Hillman – Assistant Director Asset Management matthew.hillman@lincoln.gov.uk Michelle Hoyles – Housing Strategy Manager michelle.hoyles@lincoln.gov.uk



Housing and Investment

Asset Management Strategy

2025-2030



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



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Strategy One-Page Summary

Vision priority - Let's deliver quality housing

Strategy objectives	To support implementation of our Housing Revenue Account 30-Year Business Plan by: <ul style="list-style-type: none"> ▶ Giving all our tenants a safe, well maintained and secure home ▶ Ensuring our homes comply with all health and safety requirements ▶ Delivering value for money and maximise the value of our homes through sound investment ▶ Minimising our spend on responsive repairs through better, more targeted planned investment in our homes ▶ Decarbonising our housing stock and make our homes more energy efficient ▶ Delivering social value through how we manage our assets 			
Outcomes	Health and safety	Planned investment	Decarbonisation	Responsive repairs (including aids and adaptations)
Why this is important	To ensure all our tenants have a safe, secure home	To proactively maintain the condition and quality of our homes and protect them for the future	To make our homes more energy efficient and cheaper to heat; and to contribute to the council's commitment to net zero carbon by 2030	To keep our homes safe, secure and well maintained by providing a reactive maintenance service our tenants trust
What have we done already	High compliance across H&S requirements (fire risk assessments; gas safety; electrical safety; lift safety; water hygiene)	Over £26.2 million investment in our homes since 2020; letting our homes to the 'Lincoln Property Standard'	Achieved an EPC rating of C or above for 94% of our homes	Improved and sustained high performance across our Housing Repairs Service; cleared our backlog of scheduled repairs
What we are going to do	Achieve 100% compliance across all H&S requirements	Invest a further £60 million in our homes; complete stock condition surveys for all homes; new ICT system to improve our property records	Achieve an EPC rating of C or above for all our homes	Further enhance our Housing Repairs Service by improving communication with tenants; making it easier for tenants to report and track repairs online; and maximise how efficiently we allocate and book repairs
When we will do this by	2025	2030 (ICT system 2025)	2030	2025
How we will measure success	Quarterly performance monitoring and reporting; Tenant Satisfaction Measures	Quarterly performance monitoring; programme and project management	Verified EPC assessments for all our homes	Tenant Satisfaction Measures; Quarterly performance monitoring and reporting
Regulator of Social Housing inspection and grading				

Section 1 - Context

Continued investment in our homes is essential and enables us to provide all our tenants with a safe, secure and well-maintained home, now and in the future. It also helps us to maximise the value of our homes by maintaining their quality and condition.

As a council with a Housing Revenue Account (HRA), we must be financially viable and self-financing and make the best use of our tenants' rent. We believe the most important way we deliver best value to our tenants is to invest in their homes and neighbourhoods, creating living environments that are clean, green and safe. To deliver this we need to understand the condition of our homes and other property assets and use this information to make sound investment decisions.

Whilst responsive repairs will always be necessary, proactively investing in our homes reduces some repairs through regular maintenance and replacement. Over the next five years, the Council will invest over £60 million in capital improvements to our housing stock, and an estimated £54 million on responsive repairs.

Having a diverse property portfolio, we need a flexible approach to asset management that recognises the different types of homes we own and the different types of investment and maintenance they require. This strategy prioritises health and safety compliance and planned investment, setting high standards for the homes we own and supporting us in our commitment to deliver quality housing.

Regulator of Social Housing and Consumer Standards

The social housing sector has faced many challenges over the last decade, including increased demand, operational cost inflation and below-inflation rent increases.

There have also been lasting impacts on the sector, following Grenfell and the tragic death of Awaab Ishak due to exposure to damp and mould. These events, and other cases of poor practice by social housing landlords, have led to introduction of additional regulation and regulatory oversight across the sector.

The Regulator of Social Housing introduced new Consumer Standards in April 2024, which apply to all social housing providers and set specific expectations and outcomes:

- ▶ Safety & Quality Standard
- ▶ Tenancy Standard
- ▶ Neighbourhood and Community Standard
- ▶ Transparency, Influence and Accountability Standard

Section 2 – Our vision and priorities

Our Strategic Plan

The council's strategic plan has the following five strategic priorities which, together, aim to help deliver Lincoln's ambitious future:

- ▶ 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



Our 'Quality Housing' priority has the following objectives:

- ▶ To provide housing which meets the varied needs of our residents
- ▶ To build sustainable communities
- ▶ To improve housing standards for all

Our 30-Year Business Plan

Our Housing Revenue Account (HRA) 30-Year Business Plan sets out what we want to achieve for our housing and landlord service by 2054, and commits to:

- ▶ Ensuring the housing services funded through the HRA are efficient and effective
- ▶ Maintaining the quality and safety of the existing supply of council housing stock
- ▶ Delivering major repair and component replacement programmes to the stock
- ▶ Investing in new homes
- ▶ Increasing the supply of housing to tackle homelessness
- ▶ Investing in the delivery of new affordable homes for rent
- ▶ Reviewing HRA assets to maximise their effectiveness and efficiency
- ▶ Improving the quality of neighbourhoods
- ▶ Supporting the Council's goal to achieve net zero carbon by 2030

Section 3 – Strategy objectives

This Asset Management Strategy sets out how we will sustainably manage our homes and property assets in the best interests of our current and future tenants.

This is one of a range of strategies that aims to support effective delivery of our 'Quality Housing' vision priority, and our Housing Revenue Account 30-Year Business Plan:



The objectives of this strategy are to:

- ▶ Give all our tenants a safe, well maintained and secure home
- ▶ Ensure our homes comply with all health and safety requirements
- ▶ Deliver value for money and maximise the value of our homes through sound investment
- ▶ Minimise our spend on responsive repairs through better, more targeted planned investment in our homes
- ▶ Decarbonise our housing stock and make our homes more energy efficient
- ▶ Deliver social value through how we manage our assets

To deliver these objectives we will:

- ▶ Continually improve the design and specifications of our newbuild homes, to give our tenants a high-quality home at social/affordable rent and minimise life cycle costs and carbon emissions

- ▶ Redress the balance of what we spend on planned investment versus what we spend on responsive repairs, to help us maximise capital investment in our homes and minimise responsive repair costs (which can fluctuate)
- ▶ Prioritise investing in our homes to make them safe, easy to maintain, and more energy efficient
- ▶ Ensure all our homes have a stock condition survey, and collate all our property data so we better understand our tenants' homes and take a data-informed approach to investing in them
- ▶ Continually review our financial performance, and the value of our property assets, to ensure we're making the best use of our resources

Strategy outcomes

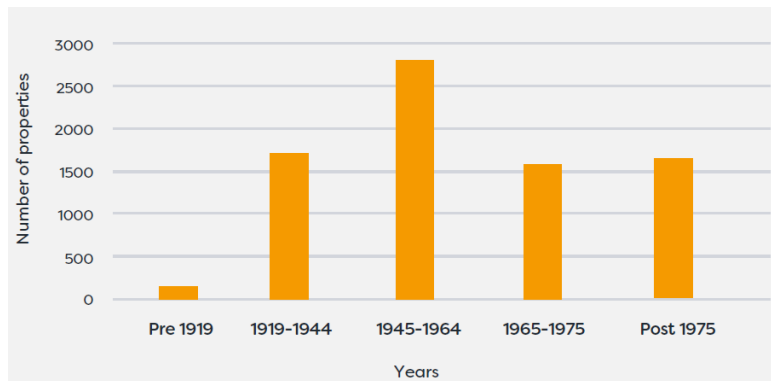
Delivery of these objectives focuses on four themed outcomes:

- ▶ Health and Safety
- ▶ Planned investment
- ▶ Decarbonisation
- ▶ Responsive repairs (including aids and adaptations)

Section 4 – Our homes

We have a diverse housing stock, ranging from newbuild homes to properties more than 100 years old. Having such a diverse portfolio of homes from different eras means our homes have a wide range of construction methods and materials. This makes some of our properties complex and expensive to improve and repair. We also have a small but significant minority of homes of non-traditional construction.

We have 7,800 homes in our stock, and around 330 leaseholders of former council homes in communal blocks that were purchased under Right to Buy.



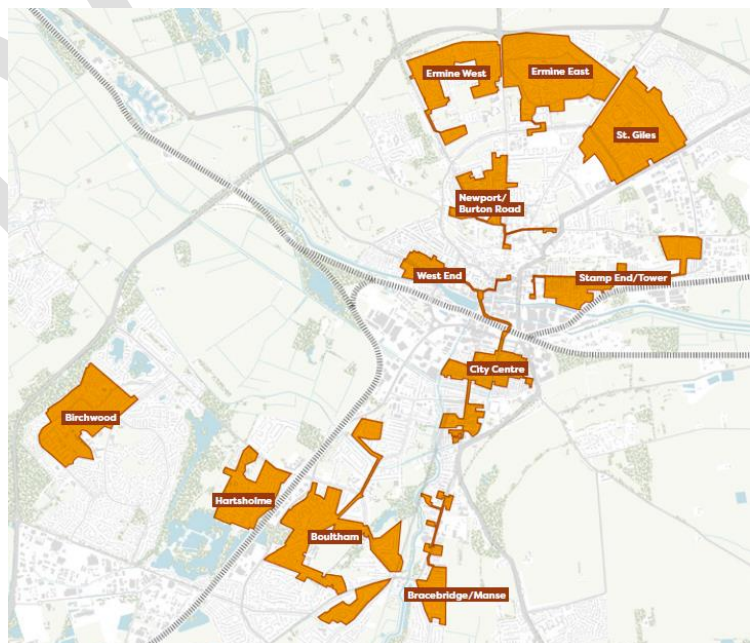
Like many local authority landlords, most of our homes were constructed during the post-war period. Around two thirds of our stock is more than fifty years old.

Despite the age profile of our stock, we have delivered a comprehensive investment programme over the last two decades and our homes are in good condition. Over 99% of our stock meets the Decent Homes Standard, and

popular improvements such as kitchens and bathrooms make our homes attractive to tenants.

Our property types, and where they are

Property type	% of stock
Houses	47.9%
Flats (low-rise)	36.9%
Flats (high-rise)	4.1%
Maisonettes	3.5%
Bungalows	7.5%
Independent living units	0.1%
	100%



We have housing stock across the city, with most of our homes on the northern and southern edges. The city's boundaries are tightly drawn, and this helps us manage our homes and deliver effective and efficient services when we visit our tenants.

Section 5 – Outcomes

Outcome 1: Health and safety

Ensuring the safety of our residents, their visitors, and members of the public is our highest priority. Our comprehensive health and safety strategy focuses on compliance with all relevant legislation, proactive risk management, and continuous improvement of safety standards across our housing portfolio.

What we already do

- ▶ **Cyclical compliance checks** on gas safety, electrical safety, fire safety, asbestos management, water hygiene, and lift maintenance
- ▶ **Stock condition surveys** to assess the condition of our homes, so we make sure our homes are safe, secure and well maintained, and understand where we need to invest in improvements
- ▶ **Annual fire risk assessments** in our higher-risk buildings, with all surveys and actions managed by our Fire and Safety Assurance Team.
- ▶ **Annual compliance report**, which ensures we are transparent about our performance
- ▶ **Updating our building safety and fire management plans**, and will do this annually to reflect current legal requirements and best practice
- ▶ **Resident engagement** to raise awareness of fire and building safety issues in our high- and low-rise blocks

What we are going to do

Action	By when
▶ Enhance our building safety measures: implement enhanced safety measures in all high-rise buildings, including updated fire safety systems and improved emergency response protocols	December 2025
▶ Communal systems: In 2025, we will carry out detailed surveys of all our communal mechanical and electrical systems, to we know we have up to date information about their condition	December 2025
▶ Resident engagement: continue to increase engagement with our tenants and leaseholders to improve awareness of safety in communal buildings and improve how we gather feedback	June 2025, and ongoing
▶ Reporting: complete and submit building safety case reports to the Building Safety Regulator (BSR) for our three high-rise tower blocks	June 2025
▶ Test our homes for radon: Undertake a radon testing and remediation programme to ensure our tenants live in homes that do not exceed safe exposure levels	2030

How we will measure success

- ▶ Improved compliance
- ▶ Fewer health and safety incidents
- ▶ Improved tenant satisfaction, which we will measure through our tenant perception Tenant Satisfaction Measures surveys, complaints data and other engagement activity

- ▶ Internal and external audit and assurance
- ▶ Improved performance against building safety Tenant Satisfaction Measures and our internal key performance indicators

Outcome 2: Planned investment

We are committed to a strategic and comprehensive programme of investment to maintain, renew and improve the quality of our homes.



We know that, in order to maintain the high standard of our homes, we need to invest more than £233 million into improving them over the next thirty years. This amounts to an average of £7.77 million of investment each year. By proactively investing in our homes, we aim to identify and resolve common maintenance issues before they arise and reduce the volume of responsive repairs reported by tenants.

What we already do

- ▶ Ensure all homes we let to tenants meet our 'Lincoln Property Standard', which exceeds the statutory minimum standard landlords are required to provide
- ▶ Invested over £26.2 million in our homes since 2020, renewing components such as bathrooms, kitchens, central heating systems, fire alarms, windows and doors
- ▶ Invested £xx into communal areas and shared facilities in our high- and low-rise blocks, making them more welcoming and pleasant for our tenants
- ▶ Proactively invested in our homes so that more than 99% comply with the Decent Homes Standard
- ▶ Capture and record a wide range of property data, so we can be confident we understand the condition of our stocks and have assurance our tenants live in safe, secure and well maintained homes

What we are going to do

Action	By when
▶ Five-year investment plan: invest £60 million into maintaining, renewing, and improving the main components of our homes	2030
▶ Asset Management Plan for each of our high-rise buildings: develop an asset management plan for our three high-rise buildings, setting out: <ul style="list-style-type: none"> - How we will maintain fire safety and integrity - How we will maintain health and safety compliance - How we will maintain the building's structural condition - Our programme for inspecting and renewing key communal and shared components of the building - Our programme for inspecting and renewing key components in tenants' homes 	2026
▶ Stock condition surveys: undertake stock condition surveys for 20% of our stock each year until we have surveys for 100% of our homes	2030
▶ Smoothing investment peaks: level out the peaks and troughs in expenditure to provide a smoother investment programme that enhances efficiency and maximises value for money	2025 and ongoing
▶ Resident engagement: increase engagement with our tenants to ensure our investment plans align with their needs and expectations	April 2025, then ongoing
▶ Review the Lincoln Property Standard: review and update our Lincoln Standard so it meets our tenants' expectations and, as a minimum, aligns with the upcoming 'Decent Homes 2'	2025, or following release of Decent Homes 2

How we will measure success

- ▶ A reduction in the volume of responsive repairs
- ▶ Improved tenant satisfaction, which we will measure through our tenant perception Tenant Satisfaction Measures surveys, complaints data and other engagement activity
- ▶ Internal and external audit and assurance
- ▶ Continued improved performance against the Decent Homes Standard Tenant Satisfaction Measures and our internal key performance indicators
- ▶ Improved financial performance through sustained asset values, and regular monitoring and reporting of capital expenditure from our Housing Revenue Account's Housing Investment Programme

Outcome 3: Decarbonisation

As the city's largest landlord, our homes make a substantial contribution to the council's commitment to achieving net zero carbon by 2030. We therefore plan to significantly reduce carbon emissions from our housing stock, and enhance the energy efficiency of our homes to support delivery of this objective.

Most of our homes already have an EPC rating of C or above, however we still have around 400 homes that are rated D or below. These include some of our older properties of non-traditional construction, such as post-war prefabricated bungalows and pre-cast concrete houses.

What we already do

- ▶ **Improved the energy efficiency of our homes:** 94% of our housing stock already meets the energy efficiency (EPC) rating C.
- ▶ **Established a decarbonisation working group:** we have a dedicated working group that explores and implements a range of technical solutions for improving energy efficiency in our homes
- ▶ **Pilot projects:** we have piloted a range of projects to identify and test decarbonisation technologies such as improved insulation, ground and air source heat pumps, solar PV panels and solar thermal systems, and heat recovery units.
- ▶ **External funding:** We have actively pursued and secured external funding opportunities to help support our decarbonisation initiatives

What we are going to do

Action	By when
▶ Energy efficiency: ensure all our homes achieve a minimum energy efficiency (EPC) rating of C	2030
▶ Expand existing pilot projects: continue to explore more innovative solutions to improve the energy efficiency of our homes and reduce the heating and electricity costs for our tenants	2025 and ongoing
▶ Develop a decarbonisation plan: based on our pilot projects, develop a plan for implementing the most effective decarbonisation solutions across our housing stock	2025 and ongoing
▶ Resident engagement: increase engagement with tenants to raise awareness of energy-saving practices and gather feedback on the decarbonisation works we do in their homes	2025 and ongoing
▶ Maximise energy efficiency in newbuild homes: Aim for all new homes we deliver/acquire to be EPC A-rated	2025, and ongoing
▶ Decarbonise our vehicle fleet: so we minimise our emissions	2030

How we will measure success

- ▶ Increased percentage of homes achieving EPC C rating or above
- ▶ Programme and project delivery of new homes and monitoring delivery of A-rated properties
- ▶ Improved tenant satisfaction, measured through our tenant perception Tenant Satisfaction Measures surveys, complaints data and other engagement activity
- ▶ Funding and financial monitoring, so we take all available external funding opportunities and maximise value for money

Outcome 4: Responsive repairs (Inc. aids and adaptations)

We recognise the importance of our tenants having safe, secure and well-maintained homes, and the need for some tenants to have additional alterations in their homes to improve their quality of life and support them to live independently.

We are committed to providing both a high-quality responsive repairs service, and an aids and adaptations service tailored to our tenants' needs. It is therefore vital that we make repairs and adaptations easy to request/report, and that works are undertaken efficiently and effectively and tailored to our tenants. It is also essential that we prioritise our most vulnerable tenants, and treat our tenants' homes with respect and care.

We expect to spend £54 million on responsive repairs between now and 2030, compared with a forecast £60 million spend on planned maintenance. This in line with what other social housing providers expect to spend on maintaining and investing in their homes in the short-to-medium term, and takes account of new legislation due to be launched in late 2024 that will change how providers must respond to damp and mould.

What we already do

- ▶ **High performance:** we have significantly improved the performance of our housing repairs service, achieving high completion rates within target, keeping of appointments and first-time fixes
- ▶ **Policy review:** updated our Repair and Maintenance Policy in January 2024 to reflect new legislation, best practice and improved service standards
- ▶ **Damp and mould:** developed a damp and mould protocol, and a dedicated team to tackle reports of damp and mould in tenants' homes quickly and effectively
- ▶ **Achieved good performance against Tenant Satisfaction Measures:** with performance benchmarked just below the top quartile nationally
- ▶ **New Aids and Adaptations Policy:** adopted a new policy, and updated internal procedures, to further enhance our adaptations service
- ▶ **Scheduled repairs:** implemented a city-wide scheduled repairs service, improving the keeping of appointments through efficient allocation of non-urgent repairs on a 12-week cycle. This has been successful and enabled us to reduce the repair cycle to 9 weeks
- ▶ **Reduced the proportion of 'follow-on repairs':** so more of our repairs are fixed first time

What we are going to do

Action	By when
▶ Further enhance our repair service: reducing response times for scheduled repairs and improving the quality of repairs.	2025
▶ Implement proactive maintenance: to identify and address potential repair issues before they happen	2025
▶ Expand our aids and adaptations service: to include a wider range of modifications and support more tenants to live independently in their homes	2025
▶ Resident engagement: increase engagement with our tenants to improve awareness of how we carry out repairs and provide help and advice so tenants can carry out some minor maintenance themselves	2025

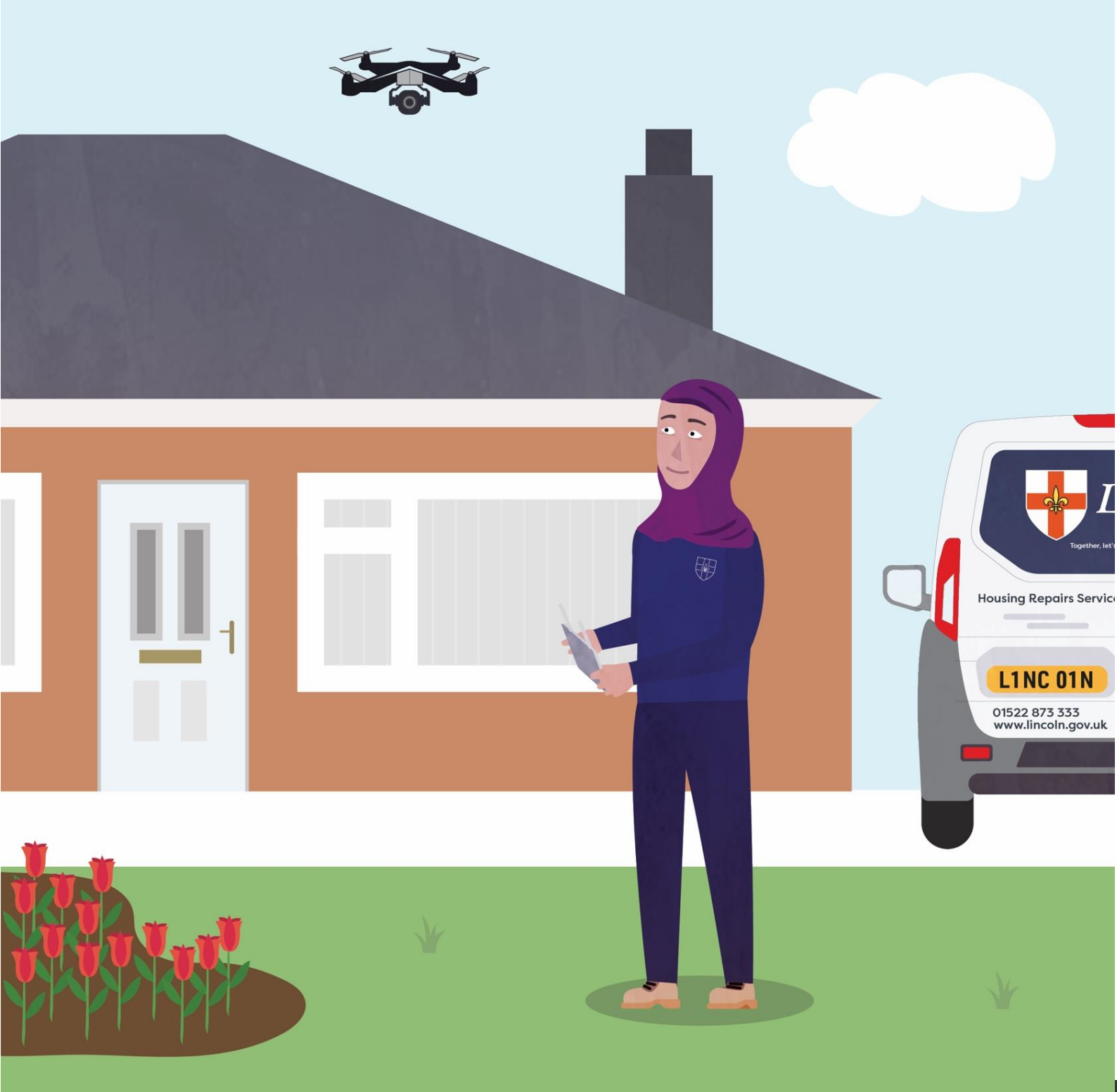
How we will measure success

- ▶ Improved tenant satisfaction, which we will measure through our tenant perception Tenant Satisfaction Measures surveys, complaints data and other engagement activity
- ▶ Regular performance monitoring and reporting against a wide range of key performance indicators
- ▶ Internal and external audit and assurance
- ▶ Enhanced analysis and learning from complaints, to identify trends and areas for service improvement and enhance tenant satisfaction

Conclusion

This Asset Management Strategy sets out how we will sustainably manage our homes and property assets in the best interests of our current and future tenants. We are committed to delivering the outcomes in this strategy, delivering our Housing Revenue Account 30-Year Business Plan and ensuring we meet the Regulator of Social Housing's consumer standards by giving all our tenants a safe, quality home.

DRAFT



Further information

If you have any comments on what you read in this document, or any service that you receive from the City of Lincoln Council, please let us know. We are interested in any suggestions that you have on how to make this a more user-friendly document.

Email customer.services@lincoln.gov.uk

Tel 01522 873333

Website www.lincoln.gov.uk

Write to DHCS, City of Lincoln Council
City Hall, Beaumont Fee
Lincoln, LN1 1DE



Together, let's deliver
Lincoln's ambitious future



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HOUSING SCRUTINY SUB COMMITTEE

17 MARCH 2025

REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING

INTRODUCTION

The major changes since my last report to this committee have been the Regulator of Social Housing (ROSH) expanding to cover local authorities from 1 April 2024 and policy announcements by Government since last year's General Election.

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

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

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

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

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

We have continued to add to our housing stock during the last year and, as required by the ROSH, have increased the level of consultation with our tenants. This includes the re-establishment of Home magazine which we use to communicate directly with our tenants and also Tenancy Surveys carried out on a quarterly basis to measure satisfaction levels with the services we provide.

HOMELESSNESS

Homelessness continues to be a significant issue reflecting the situation that there is a housing crisis both locally and nationally. In Q3 there were 296 homelessness approaches to the City Council bringing the total to 934 for the current year.

The number of people on the housing register at the end of Q3 was 2,057 which is a slight drop in comparison to the end of Q2.

There were 18 rough sleepers identified at Q3 end.

TENANCY SERVICES

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

Tenancy services began a pilot scheme midway through last year with specialist teams of rent collection, anti-social behaviour and tenancy matters. Some changes have already been made in this to reflect workloads and the scheme will be evaluated at an appropriate stage.

The percentage of rent collected to the end of Q3 was 100.25% with arrears decreasing by £400,000 compared with the end of Q3. Tenant arrears as a percentage of the annual rent debit stand at 3.33%. For both measures rent collection performance is green and reflects the work taking place to ensure that rent is collected.

VOIDS

The three performance indicators covering voids remain in red. The low target for re-let time (keys in to keys out) for all homes including major works is 45 days whereas up to the end of Q3 50.50 days was achieved. This was affected by the return to use of a number of long-term voids during December but despite this it is an improvement on the previous quarter. The percentage of rent lost due to vacant dwellings in Q3 was 1.46% with a low target of 1.1%. Our performance reflects the picture both nationally and locally.

HOUSING REPAIRS

In Q3, 100% of priority (one-day repairs) were carried out within the time limit with a target of 99.5% putting this in the green category.

The percentage of urgent (three-day) repairs completed in the year to date at the end of Q3 was 96.85%. Around 40% of the three-day repairs that are not carried out within the time are due to not being able to gain access as a result of the tenant not being at home. There are additional instances where the tenant does not answer the door and has to be phoned before the operative gains access.

In the year to date at the end of Q3, 99.17% of appointments were kept compared to a target of 98%. The percentage of priority and urgent repairs completed on first visit was 97.62% which is above the target of 92%. Both of these are also green.

In Q3 satisfaction with repairs (a ROSH measure) was 72% which is based on a survey of 150 tenants. 23% indicated dissatisfaction with the remaining 5% neither one way of the other.

HOUSING INVESTMENT

At the end of Q3 the percentage of Council properties that were not at the Decent Homes standard (excluding refusals) (HI1) was 0.45%, which is 35 properties, placing this in the green category with the target for the year end being 1%. These comprise 16 electrics, 13 doors, three windows, two chimneys and one roof.

At the end of Q3 the year 99% of homes had a valid gas certificate which is the target. We continue to get some refusals for access, and these are varying between four and seven a month. Where access is refused, the cases are referred to legal services and in a small number of cases we have taken out a court injunction to gain access. Where we obtain an injunction it is for the life-time of the tenancy.

FIRE SAFETY

All three tower blocks were registered with the Building Safety Regulator prior to the deadline 1 September 2023 and Building Safety Case Reports have been completed on each of the blocks. In addition, in November last year, Lincolnshire Fire and Rescue completed a Fire Safety Audit for each block and they were all found to be broadly compliant.

Fire Risk assessments have been carried out at all sheltered housing and on all low-rise blocks.

ADDITIONAL HOMES

11 new homes in Hermit Mews, consisting of six three-bed and five two-bed properties, were completed and tenanted in the Autumn. The energy efficiency measures for these homes include heat pumps; triple glazing; and water butts to reuse rainwater. The use of a local contractor reduced carbon emissions and travel to work. Each of the properties has EV charging points and parking spaces. In addition, there is a biodiversity net gain of 17% through introduction of grassed gardens, additional landscaping, and removal of some tarmac hardstanding.

The next proposed development is on a site at Jasmin Green, Birchwood, and we have other potential sites to follow.

We have added a further 12 properties purchased through buy backs and at the time of writing this have another six in the pipeline. We have also agreed to purchase nine new builds currently under construction on the former Victory pub site on Boultham Park Road. These are currently scheduled to be completed by the early Summer.

In addition, work continues on the first phase of the Charterholme development. This will see the construction of 3,200 new homes of which 640 (20%) are scheduled to be affordable homes. The first affordable homes to be constructed are in phase 1B which

is to be accessed off Tritton Road. This phase plans to deliver 120 affordable homes and work on the bridge which gives access to that area is now well advanced.

DECARBONISATION

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

A high proportion are currently EPC rating B or better and we have submitted an application for Government grant SHDF3 (Social Housing Decarbonisation Fund 3) scheme to fund work on 200 homes which are EPC D or below. We are currently awaiting the outcome of our application. If successful then the Council will embark on a £4m plus project to retro fit these homes.

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.

In terms of our older stock (80% of which was built pre-1974) we are committed to review the Lincoln Homes Standard to improve energy performance. We have recently contracted to inspect 20% of our properties each year which will give us additional information on the condition of our homes.

CONTROL CENTRE

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

In the year to end of Q3, 98.45% of customers satisfied with their new Lincare Housing Assistance service connection to the Control Centre. During Q3 there were 43 new connections with 41 reporting as either very or fairly satisfied with the service provided. The percentage of Lincare Housing Assistance calls answered within 60 seconds up to the end of Q3 was 98.97 which is above target. In Q3 alone the figure was almost exactly the same at 98.98% despite the fact that there were 2,055 additional calls compared to Q2.

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

Donald Nannestad Portfolio Holder for Quality Housing

HOUSING SCRUTINY SUB-COMMITTEE

17 MARCH 2025

SUBJECT: WORK PROGRAMME - 2025/26

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 2025/26 (Appendix A).

2. Background

- 2.1 The draft work programme for 2025/26 is attached for consideration by Housing Scrutiny Sub-Committee.
- 2.2 This work programme will 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 2025/26 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 2025/26, to be further populated by Committee at the beginning of the 2025/26 Municipal Year, be noted.

Access to Information:

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised?

No

Key Decision

No

Do the Exempt Information Categories Apply

No

Call In and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?

No

Does the report contain Appendices?

Yes

If yes, how many Appendices?

2

Lead Officer:

Ali Hewson, Senior Democratic Services Officer

Alison.hewson@lincoln.gov.uk

Housing Scrutiny Sub Committee Work Programme – Timetable for 2025/26

11 June 2025

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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 2025/26	Ali Hewson	Regular Report

21 August 2025 – Core Landlord Services

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Quarter 1 (2025/26) – Performance Report	Michelle Hoyles	Regular Report
Quarter 1 (2025/26) – Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Policy Updates TBC		
Building Compliance Report?	Martin Kerrigan	
Work Programme 2025/26	Paula Burton	Regular Report

Updated Sept 2024

16 October 2025 – Core Landlord Services/Additional Housing

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Policy Updates TBC		
Work Programme 2025/26	Paula Burton	Regular Report

Updated Sept 2024

27 November 2025 – Core Landlord Services/Estate Regeneration

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Quarter 2 (2025/26) Performance Update inc ASB update	Michelle Hoyles	Regular Report ASB at request of LTP/Members
Quarter 2 (2025/26) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Policy Updates TBC		Regular Report
Work Programme 2025/26	Paula Burton	Regular Report

Updated Sept 2024

February 2026 – Core Landlord Services/Decarbonisation

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		
Building Compliance 6 monthly Update (3 of 6 areas)?	Martin Kerrigan	
Work Programme 2025/26	Paula Burton	Regular Report

Updated Sept 2024

March 2026

Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Matters	Mick Barber, LTP	Regular Update
Quarter 3 (2025/26) – Performance Report-Inc ASB	Yvonne Fox	Regular Report Quarterly ASB at request of LTP/Members
Quarter 3 (2025/26) Housing Finance Report	Laura Shipley/Adam Oxley	New Regular Quarterly Report
Setting of Performance Targets 2026/27	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 2026/27	Paula Burton	Regular Report

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Other Agenda Topics to be Scheduled into 2024/25 as Appropriate.

- Complaints
- Lincoln Standard

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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SUBJECT:	EXCLUSION OF THE PRESS & PUBLIC
DIRECTORATE:	CHIEF EXECUTIVE & TOWN CLERK
REPORT AUTHOR:	CAROLYN WHEATER, MONITORING OFFICER

1. Purpose of Report

- 1.1 To advise members that any agenda items following this report are considered to contain exempt or confidential information for the reasons specified on the front page of the agenda for this meeting.

2. Recommendation

- 2.1 It is recommended that the press and public be excluded from the meeting at this point as it is likely that if members of the press or public were present there would be disclosure to them of exempt or confidential information.

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Document is Restricted

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