

HOUSING SCRUTINY SUB-COMMITTEE

Thursday, 5 September 2024
6.00 pm
**Committee Rooms 1 and 2,
City Hall, Beaumont Fee,
Lincoln, LN1 1DD**

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

AGENDA

SECTION A	Page(s)
1. Confirmation of Minutes - 08 August 2024	3 - 16
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
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8. Briefing on Right to Buy and Section 106 Funds	Presentation/Verbal Report
9. Housing Management Structure Update	Verbal Report
10. Work Programme 2024/25	73 - 80

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

Apologies for Absence: Councillor Natasha Chapman and Councillor Loraine Woolley

Also in Attendance: None.

1. Confirmation of Minutes - 11 March 2024

RESOLVED that the minutes of the meeting held on 11 March 2024 be confirmed and signed by the Chair as a true record.

2. Declarations of Interest

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Performance Monitoring Report Quarter 4 - 2023/24'.

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

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Housing Financial Performance - Outturn 2023/24'.

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

3. Change to Order of Business

RESOLVED that the order of business be amended to allow the 'Directorate of Housing and Investment Compliance Report' to be considered as the next agenda item

4. Directorate of Housing and Investment Compliance Report 2023-24

Martin Kerrigan, Fire Safety Assurance Manager:

- a. presented an update to Housing Scrutiny Sub-Committee on City of Lincoln Council's (CoLC's) position in respect of building safety compliance of Housing stock as detailed at Appendix A to the officer's report
- b. reported that Lincoln Tenants Panel (LTP) were consulted on the compliance report at its meeting on 11/07/2024; no significant comments were received
- c. advised that the Director of Housing and Investment (DHI) Compliance report gave a summary of the key areas of health and safety compliance in DHI property stock for 2023-2024; each area of compliance was introduced with a short narrative on the current position with any compliance mitigations, and concluded with recommendations and comments on issues and successes

- d. highlighted that following this initial report, members would be updated at more regular intervals, according to their preference, in order to monitor compliance
- e. detailed within the report, information on compliance performance to provide the Director (DHI) with knowledge on our landlord responsibilities over a range of building safety measures to give an oversight and input into the following essential services:
 - Fire Safety
 - Electrical Safety
 - Water Safety (Legionella)
 - Asbestos Management
 - Gas Safety
 - Lifts
- f. stated that Radon would be added to future compliance reports for monitoring purposes
- g. reported that overall performance would be shown by percentage of compliance and Risk Advisory Group (RAG) rated to enable measurement of improvement and keep the Director informed of highlighted risk; to allow for comment, direction and action
- h. identified the top three issues related to building safety compliance:
 - Building Safety Case for each high-rise tower block outstanding and needed completing.
 - Lack of Asbestos Management of low-rise communal areas due to annual re inspections of known Asbestos Containing Materials (ACM's) outstanding.
 - Fire Door Inspection Programme in relatively early stages.
- i. invited members questions and comments.

Members discussed the content of the report in further detail.

Questions and comments received were responded to by officers as follows:

Question: Could officers provide figures on the number of Council properties containing asbestos?

Response: Asbestos issues were dealt with as and when properties became void. There would be ongoing issues with some properties due to the nature of their age. If there was no reason for asbestos to be disturbed, it could be left in place. Builds post 20th century would be asbestos free. Officers would report back to members separately with figures on the cost to the Council of the asbestos contract.

Comment: Officers were commended on such an excellent report.

Question: Before properties were purchased were they checked for potential gas issues/asbestos etc?

Response: The seller was asked for any relevant information. A financial assessment of the costs to bring the property up to our standards was carried out prior to purchase. The business case for each property was checked by our Finance team.

Comment: Housing Scrutiny Sub-Committee preferred to receive a six-monthly update report on building safety compliance within its housing stock.

Response: A six-monthly update on building safety compliance would be presented, however, it may be best to focus on three of the 6 'key' areas each six months to give a screen-shot of performance covering the whole year.

RESOLVED that:

1. Figures on the cost to the Council of the asbestos contract be provided to members under separate cover.
2. An update on building safety compliance be presented to Housing Scrutiny Sub-Committee on a six monthly basis, focussed on three of the 6 'key' areas each six month period to give an understanding of performance for all safety measures covering the whole year.
3. The content of the City of Lincoln Council's housing stock compliance report be noted.

5. Lincoln Tenants Panel Project Update

Mick Barber, Chair of Lincoln Tenants Panel (LTP), provided a written report highlighting 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:

- LTP continued to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects and held monthly meetings, weekly void inspections, quarterly complaints and ASB complaint reviews.
- LTP had created additional working groups focusing on the building safety engagement strategy action plan, reviewed, and made recommendations on City of Lincoln Council Pet Policy, Tenancy Agreement, Rent & Garage Review, Aids & Adaptations, Complaints Policy Review and Unacceptable Actions Policy.
- Mick Barber continued to attend Social Housing Quality Network Panel, Association of Retained Council Housing (ARCH) committee meetings.
- All members of LTP had attended the following training and seminars hosted by Four Million Homes and Tenant Participation Advisory Service (TPAS). LTP were also attending the annual ARCH conference in October.
 - Equality, Diversity & Inclusion
 - Housing policy & regulation
 - How to make an effective complaint
 - Strategic thinking and working

- How to run an effective residents' association
 - Know your rights to engage and be heard
 - New standards for social housing
- The Vice Chair and a member of LTP attended North Kesteven District Council's (NKDC) Tenant Advisory Panel (TAP) committee meeting to share best practices. LTP had arranged to hold a joint training session on equality and diversity, scrutiny, consumer standards and understanding tenant satisfaction measures data with NKDC TAP
 - In May LTP attended an awareness seminar delivered by the stop loan sharks liaison officer for Derbyshire, Leicestershire, Lincolnshire, and Nottinghamshire

RESOLVED that the content of the report be noted.

6. **Performance Monitoring Report Quarter 4 - 2023/24**

Michelle Hoyles, Business Manager, Corporate Policy:

- a) presented Housing Scrutiny Sub-Committee with a report on performance indicators for the Directorate of Housing and Investment (DHI) for Quarter 4 of 2023/24 (January – March)
- b) confirmed that following consultation with Lincoln Tenant's Panel it had no comments on the content of the report
- c) added that regular monitoring of the Council's performance was a key component of the Local Performance Management Framework and supported its ongoing commitment to continuous improvement of Council services
- d) explained that this report provided an overview of the Council's performance against performance indicators monitored by the Directorate of Housing and Investment (DHI), and covered those measures related to the Council's responsibility as a landlord
- e) confirmed that there were a total of twenty-one performance indicators monitored by DHI; an overview of performance for the fourth and final quarter of 2023/24 against such indicators, was attached at Appendix A to the report
- f) highlighted that for the first time benchmarking comparisons were provided within Appendix A where available, which would be provided annually each fourth quarter
- g) reported that performance 'direction of travel' information was also included to aid interpretation of how performance had changed for each measure year-on-year
- h) reported that of the 21 measures in total; in quarter four, eleven had met or exceeded their agreed target, three had performed close to target, six had performed below target and one was volumetric; this included three year-end measures related to Housing Revenue Account (HRA) expenditure on responsive and programme maintenance, and decent homes

- i) highlighted the key conclusions drawn from Appendix A as detailed at paragraphs 5-10 of the officer's report
- j) invited comments and questions from Members of the Committee.

Members discussed the content of the report in further detail, commented, asked questions and received relevant responses from officers as follows:

Question: It was pleasing to see Denise Raine from Acuity Research and Practice joining us shortly via video link this evening, whose services had been procured to report on Tenant Satisfaction Measures as part of the Social Housing Regulation Act. It would be helpful to compare results with other local authorities using a similar process.

Response: Benchmarking data was compared with Housemark and other social housing providers which included local authorities. Comparisons were not always useful in some circumstances as contrasting providers had different stock and not all social providers were members of Housemark.

Question: Were other authorities setting different targets? We needed to benchmark against the best housing providers in the housing sector.

Response: Performance was measured by where we sat in the table rankings. As one example of how Housemark benchmarking operated; it ranked each local authority on rent loss and set quartiles for these rankings.

Our performance was high compared against other local authorities in voids management, however, as we set higher personal targets for this reason we were showing as red.

Comment: In terms of performance indicator 37 '% repair appointments kept against appointments made for priority and urgent repairs' was shown as amber.

Response: We had exceeded a higher target than actual the previous year. This year we were very close to achieving our target, with the status of amber rating reflecting this, although showing reduced performance from previous years based on figures achieved from the second quartile onwards.

There were national issues of flooding during this period which meant that priority repairs only could be actioned. The recording process would also be refined to make sure all priority repairs were identified correctly as such in reality to those repairs that could wait.

Every time an appointment was missed it was analysed to bring about improvement and tenants would be informed when appointments couldn't be met. New technology coming on board would help improve communication considerably.

Comment: In terms of performance indicator 22 '% of complaints replied to within target time' our target had been set at 63.43% last year and higher as 95% this year, performance however was a great deal lower. This needed improvement.

Response by LTP Member: A Complaints Scrutiny Panel had been set up with much work carried out in this area. Measures were being introduced to bring about an overall improvement.

Question: What did the major percentage of complaints relate to?

Response: That would be mould, damp and anti-social behaviour.

RESOLVED that the current performance outcomes at the end of Quarter 4 of the financial year 2023/24 be noted.

7. Tenant Satisfaction Measures Annual Report - 2023/24

Michelle Hoyles, Business Manager, Corporate Policy:

- a. reported on performance against the National Regulator of Social Housing's Tenant Satisfaction Measures (TSM's) for the year 2023/24, in order to propose key areas of focus for the Directorate of Housing and Investment (DHI) over the coming year to further improve tenant satisfaction based on these key findings
- b. confirmed that following consultation with Lincoln Tenant's Panel it had no comments on the content of the report
- c. advised that the national Regulator of Social Housing's Tenant Satisfaction Measures (TSMs) came into force in April 2023, as part of the Social Housing Regulation Act, in April 2024 these were incorporated into the Regulator's Transparency, Influence and Accountability Standard, with some minor changes made
- d. highlighted the purpose of TSM's to ensure openness and transparency among social housing providers; specifically, how they treated tenants with fairness and respect so they could access services, raise complaints, influence decision making and hold their landlord to account
- e. added that landlords were also required to understand the diverse needs of their tenants; engage with them, take their views into account when making decisions; communicate with their tenants, provide information; and encourage effective scrutiny
- f. explained that the TSM's were in two parts:
 - 12 'tenant perception measures', obtained by surveying tenants for their views; and
 - 10 'management information measures', derived from data held by the landlord as part of their housing management and asset management activities
- g. referred to Appendix A of the report which contained performance data for the Council's TSM's, the services of Acuity Research and Practice were procured to undertake the tenant perception survey element on its behalf
- h. further outlined the background to the Tenant Satisfaction Measures Annual Report 2023/24, covering the following areas:
 - Approach
 - Results and Benchmarking
 - Tenant Perception Measures

- Management Information Measures
 - Other Findings
 - Conclusion - Key Drivers of Tenant Satisfaction
- i. referred to three additional questions the Council chose to ask tenants as detailed within section 7 of the report and key areas of focus for the coming year following Acuity's analysis and findings as detailed within section 8 of the officer's report
- j. invited members comments and review of the content of the report, following a short video briefing on the key findings of the tenant perception survey conducted by Acuity Research and Practice.

Denise Raine, representing Acuity Research and Practice gave a short power point representation on the key findings of the tenant perception survey, covering the following main subject areas:

- 2023/24 TSM Survey
 - Aims
 - What we Did
 - Going Forward
- Last Year's Results- National Context
 - Overall Tenant Satisfaction – 71%
- Keeping Properties in Good Repair
- Responsible Neighbourhood Management
- Respectful and Helpful Engagement
- Net Promoter Question
 - How Likely to Recommend Services to Others
- Cost of Living
- Key Driver Analysis
- Benchmarking - Acuity Clients
- Summary
- Remedies and Next Steps

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

Daren Turner, Director of Housing and Investment noted that in terms of performance the Council's performance against all tenant perception measures was in the top quartile nationally. We were ranked in Quartile1/2 in comparison to other local authorities in most areas, which was in the top 50%. Learning from the key findings, the Directorate needed to focus on tenants' perception of anti-social behaviour/repairs/keeping tenants informed moving forward.

Members commented that it appeared only 7% of tenants in low cost rented accommodation were contacted.

Officers/Denise Raine, representing Acuity Research and Practice offered feedback as follows:

- All of our stock was low cost rented accommodation.
- A sample of tenants were questioned.
- We must follow the regulated guidance of what to sample.
- Our sample matched that of all other Councils.

Daren Turner, Director of Housing and Investment advised that the findings from the perception survey allowed us to drill down information on what was causing the outcomes and how different age groups responded. For instance, some tenants may not have realised that we operated a scheduled repairs system and that may have affected the results.

The question on anti-social behaviour needed to be less generic and less about the content of the local media. We should ask tenants how they had been affected by anti-social behaviour and the methods they had used to report issues, in order to achieve more meaningful responses and inform future outcomes. We could ask those tenants who felt we didn't perform well in this area why this was so.

RESOLVED that:

1. The content of the report and the Tenant Satisfaction Measures data contained within be noted.
2. Housing Scrutiny Sub-Committee's support of the priorities listed in section 7 of the report be noted.
3. The submission of the TSM data to the National Regulator for Social Housing contained within Appendix A of the report be noted.

8. Housing Financial Performance - Outturn 2023/24

Laura Shipley, Finance Services Manager:

- a) presented the provisional 2023/24 financial outturn position on the Council's revenue and capital budgets, including
 - Housing Revenue Account
 - Housing Repairs Service
 - Housing Investment Programme
- b) highlighted that the report provided Housing Scrutiny Sub-Committee (HSSC) with a summary of actual income and expenditure compared to the revised budget and how any surpluses had been allocated/were proposed to be allocated to reserves
- c) advised that the financial housing outturn was still subject to Audit by KPMG, the Council's external auditors
- d) provided information on the Council's
 - **Housing Revenue Account** — For 2023/24 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £58,930, resulting in an estimated level of general balances at year-end of £1,125,516, after allowing for the 2022/23 outturn position. At Quarter 3 the HRA predicted a forecast overspend of £13,787. The provisional outturn for 2023/24 now indicated an improvement of £19,515, resulting in an overall budget underspend of £5,728 (including additional transfers to earmarked reserves). This would result in HRA balances as at 31 March 2024 of £1,131,244 which would result in

HRA balances of £1,111,730 as at the end of 2023/24 (Appendix A provided a forecast Housing Revenue Account summary). There was a number of significant variations in income and expenditure. Full details of the main variances were provided at Appendix B.

- **Housing Repairs Service** – For 2023/24 the Council's Housing Repairs Service (HRS) net budget was set at zero, which reflected its full cost recovery nature. The outturn for 2023/24 showed the HRS had a deficit of £288,844, an improvement of £263,218 since Quarter 3, which was repatriated to the HRA. Appendix C provided a forecast HRS summary with full details of the main variances provided at Appendix D.
- **Housing Investment Programme** – The revised programme for 2023/24 amounted to £16.120m following the Quarter 3 position. At Quarter 4 the programme had been decreased by £1.388m to £14.732m as shown at paragraph 7.2 of the report. The table at paragraph 7.6 provided a summary of the projected outturn position for the Housing Investment Programme (HIP). The overall expenditure on the HIP for the final quarter of 2023/24 was £14.732m, which was 91.3% of the budget. as detailed at Appendix G of the report.

e) invited Housing Sub-Committees questions and comments.

Members of Housing Scrutiny Sub-Committee considered the content of the report in further detail. Clarification was sought and received that all aids and adaptations costs were repatriated to the HRA.

RESOLVED that the provisional 2023/24 financial outturn for the Housing Revenue Account, Housing Repairs Service and Capital Programme as set out in sections 3-6 of the officer's report, and in particular the reasons for any variances be noted.

9. **Income Management and Arrears Policy**

Marianne Upton, Tenancy Services Manager:

- a. presented a review of the Income Management and Arrears Policy (previously Rent Arrears Recovery Policy) document in order to highlight changes, as detailed at Appendix A to her report
- b. confirmed that following consultation with Lincoln Tenant's Panel it had agreed with the revised policy in general terms, with comments as follows:
 - LTP would like to see some more information on the outcomes of the Eviction Prevention Panel as referenced in the document.
 - LTP would like to see review information on performance in 6-months' time of the pilot structure incorporating a dedicated Rent Team.
 - LTP would like to work on how we sustained tenancies, particularly for first time tenants and for people who were being resettled from other types of accommodation.
 - There would need to be further work around what made up the total amount of arrears, and this would include considering any arrears

coming from “bedroom tax” and a working group to review the Downsizing Scheme pilot.

- c. reported that all references to legislation and guidance had been updated, the revised policy had no significant changes to its content and purpose, although it had been re-written in a clearer format with the more procedural elements removed
- d. highlighted that it was proposed to look at further work on the technical aspects of income collection, that did not impact on the content of this policy later this financial year
- e. invited comments on the content of the report.

RESOLVED that the contents of the revised Income Management and Arrears Policy be noted.

10. Pet Policy (Reviewed)

Marianne Upton, Tenancy Services Manager:

- a. presented the Reviewed Pet Policy document to Committee in order to highlight changes, as detailed at Appendix A to her report
- b. reported on the involvement of LTP in this area of work with the creation of a sub-group to review the existing policy and research best practice and policy amongst other local housing providers
- c. advised that the sub-group provided amendments to the policy document and made suggestions about making it easier to read, providing examples of information from other organisations that they found easy to engage with
- d. emphasised that the sub-group had been fundamental in the inclusion of information about Medical Assistance Dogs and Emotional Support animals and recognising the importance of animals in supporting tenants with their wellbeing
- e. highlighted that a report was presented to Housing Scrutiny-Sub Committee on 1 February 2024 to highlight the intention to fully review the Pet Policy following a new Dangerous Dogs ban and because it had not been reviewed since 2013
- f. confirmed that LTP were satisfied that the attached Policy met legislation and the needs of our tenants
- g. outlined the proposed amendments to the policy as detailed at paragraph 4 of the report, which made clear reference to current and future banned breeds with exemptions and how the council would respond to them, together with information on supporting the health and well-being of tenants, adding clarification to our approach on Medical Assistance Dogs and Emotional Support animals
- h. invited comments from Members on the content of the report.

Members received clarification from officers that all domestic cats must be chipped in addition to dogs and that this was incorporated into the policy.

RESOLVED that the contents of the Pets Policy be noted.

11. Neighbourhood Management Policy

Marianne Upton, Tenancy Services Manager:

- a. presented a new Neighbourhood Management Policy to members as detailed at Appendix A to her report
- b. explained that this policy only applied to c.7,800 properties which were owned and managed by City of Lincoln Council and the areas Housing were responsible for throughout the city
- c. emphasised that this was a statement of intent, an ‘umbrella’ Policy that signposted a number of specific delivery policies to determine how we provided services
- d. confirmed that following consultation with Lincoln Tenant’s Panel the following comments had been received:
 - LTP had agreed with the policy in principle and understood that it represented an overall umbrella for other policies and procedures.
 - LTP would like to be involved in a piece of work on a separate policy looking at handling noise issues and communal living.
 - The approach in the policy needed to be linked to work being done on ASB procedures. It needed to align with this process and the Allocations process.
 - The panel were happy to work with officers on the policies and procedures that feed directly into this policy, such as grounds maintenance, untidy gardens and communal areas.
- e. advised that this policy met the requirements of the Social Housing Regulator, specifically the Consumer Standards: Neighbourhood and Community, Safety and Quality, and Transparency, Influence and Accountability (including the Tenant Satisfaction Measures)
- f. reported that these Standards included required outcomes that neighbourhoods and communal areas associated with homes were clean and safe, reinforcing our aims to ensure that neighbourhoods were attractive, clean and safe places to live, work and socialise in
- g. highlighted that it was a recommendation of the Housing Ombudsman’s “Spotlight on noise complaints – time to be heard” report that social housing landlords should have a neighbourhood management policy distinct from their ASB policy, and procedures in place for triaging neighbourhood management issues through early intervention and creating an environment that was attractive, clean and safe
- h. invited feedback from members on the content of the report/policy.

Mick Barber, Chair of LTP commended officers on a good piece of work and looked forward to further engagement of the Panel in progressing the policy forward.

Members discussed the content of the report in further detail.

Further clarification was requested on the meaning of a proposed policy on noise issues as suggested by LTP.

Mick Barber, Chair of LTP highlighted that noise covered so many different areas and should be examined in greater detail in order that tenant's quality of life was maintained. For example, it may be the case that noise was considered a nuisance when the cause was people talking louder as they were hard of hearing.

Maranne Upton, Tenancy Services Officer also noted that an Ombudsman report stated that domestic noise should be looked at differently.

Members asked how obnoxious odours should be dealt with.

Marianne Upton explained that it was a matter of managing complaints regarding any high level of consistent smells and how we interacted together in communal spaces.

Members asked whether industrial smells were included in the Neighbourhood Management Policy.

Officers explained that pollution control measures came under the power of Environmental Health Department.

RESOLVED that:

1. The content of the proposed policy be noted.
2. Work be undertaken with LTP to review the contents of the proposed policy.

12. Pilot of a New Structure for the Tenancy Services Team

Marianne Upton, Tenancy Services Manager:

- a. presented a report to provide information to Members on a pilot structure being implemented in Tenancy Services
- b. reported that the Tenancy Services Team worked generically with all Area Housing Officers, Housing Officers and Housing Assistants covering all aspects of housing and estate management for a geographical "patch" , split into 3 smaller teams in north, south and central areas of the city
- c. highlighted the purpose of this pilot to improve the service to tenants; the Tenant Satisfaction Measures (TSMs) report highlighted much lower satisfaction among tenants about how Anti-Social Behaviour (ASB) was managed, making it very clear that managing ASB needed to be priority, which required dedicated Officers with enhanced skills and knowledge to focus on it

- d. explained that the pilot structure would help to remove the conflicting responsibilities within team roles, and respond to feedback from staff that were trying to manage such a wide variety of tasks, and unable to always give them their full attention
- e. added that the pilot would enable staff to focus on specific areas of their role with the capacity to fully manage their work to an even higher standard, rather than needing to respond to all aspects of housing and estate management
- f. outlined full details of the pilot structure which came into force on 15 July 2024, which involved the team splitting into three smaller teams, Rents, ASB and Tenancy and Estate Management; officers would still retain geographical 'patches' within their specialism for tenants to keep a named point of contact to get in touch
- g. reported that all staff within the team remained on their original job description as this was a pilot structure to be reviewed after 6 months; it also allowed flexibility to meet the needs of the service as staff could be moved between teams if there were peaks in workload to be managed
- h. highlighted that new email addresses and phone numbers were being set up for each area of the team so that tenants could easily contact the right specialist team and new contact details circulated internally to officers and Members
- i. advised that all procedures for the team would be reviewed during the pilot period to maximise the opportunity for service improvements for tenants
- j. confirmed that the pilot review would be completed in six months' time by 15 January 2025
- k. welcomed Members feedback on the content of the report.

Members discussed the content of the report in further detail.

Members commented as follows:

- It was pleasing to see the introduction of a new team dedicated to anti-social behaviour. Thanks were given for the work already done in the Ward.
- The pilot structure was forward thinking and members were looking forward to working with the three teams.

Members asked:

- **Question:** If officers were approached with an anti-social behaviour complaint, would they initially request the complainant to talk amicably with the tenant to try to resolve the problem?
- **Response:** New procedures were being put together. Each problem would be dealt with on a case-by-case basis.
- **Question:** Would multiple complaints trigger action?
- **Response:** Relevant legislation would be followed.

Debbie Rousseau, LTP Member advised she was the Lead on the Tenant Anti-Social Behaviour Group and asked if relevant officers would pay them a visit?

Marianne Upton, Tenancy Services Manager accepted the invitation for relevant staff members to visit the Tenancy ASB Group.

RESOLVED that:

1. The content of the report be noted.
2. A further report be presented to Housing Scrutiny Sub-Committee following the review of the pilot period.

13. Work Programme - 2024/25

The Senior Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 2024/25 as detailed at Appendix A of the report
- b. highlighted that this 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 this committee was relevant and proportionate.

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

- A six monthly update be presented on Building Safety Compliance: focussed on three of the 6 'key' areas each six month period, to give an understanding of performance for all safety measures over the whole year.

Lincoln Tenants Panel (LTP) Project Update

LTP continue to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects and hold monthly meetings, weekly void Inspections, quarterly complaints and ASB complaint reviews. Additional working groups created who will be reviewing the following:

- Incentive to Downsize Scheme
- Grounds Maintenance Contract Renewal
- Gardens Review – Housing Assistance Scheme
- ASB Procedures
- Tenancy Sustainment

The chair of LTP continues to attend Social Housing Quality Network Panel, ARCH committee meetings.

LTP have attended all estates inspections and will monitor and review actions from the inspections.

TPAS delivered a training/networking day at City Hall on 14 September 2024 - LTP hosted and invited North Kesteven District Council's Tenant Advisory Panel (TAP) reviewing scrutiny processes, impact of tenant satisfaction measures and consumer standards.

Thank you.

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SUBJECT:	DOWNSIZING POLICY AND REVIEW
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MARIANNE UPTON, TENANCY SERVICES MANAGER

1. Purpose of Report

- 1.1 To update HSSC on the initial 6-month pilot of the Downsizing Policy (see Appendix 1 for current policy), including outcomes.

2. Lincoln Tenants Panel Consultation (LTP)

- 2.1 LTP requested a review into this process and have been involved in this area of work. The Panel agreed to carry out a mini scrutiny exercise on the current policy and the outcomes, do a benchmarking exercise against schemes that other housing providers operate and be involved fully in reviewing the scheme to make recommendations about the future of the scheme and improvements.
- 2.2 LTP had an initial meeting on 22 August 2024 to discuss the outcomes for tenants so far, their views on the current policy and raise some further questions about the scheme that will inform their decision-making.
- 2.3 The Panel have asked for further information on the numbers of tenants still under-occupying, with a breakdown by property size, property type, location and age of the tenant(s).
- 2.4 The next steps for the Panel will be to make proposals for any improvements to the policy, alongside proposals from Officers involved in the process and co-produce an updated policy if it is recommended to continue.

3. Background

- 3.1 The original policy was written and agreed in 2023 with a view to helping tenants receiving Discretionary Housing Payments to meet the shortfall in their rent due to being impacted by the spare room subsidy.
- 3.2 The original budget for the 6-month pilot was £80,000 and it was anticipated that this could help up to 20 tenants to downsize to a more suitable property.
- 3.3 The 6-month pilot period ended in June 2024.

4. Outcomes

- 4.1 There was a slight delay in getting the expression of interest form on the website and promoting the scheme to tenants, which had an impact on when the first cases were put forward and may have limited the number of tenants considered.

- 4.2 Once the scheme was being actively promoted by Housing Officers, there was a steady flow of requests coming in. And at the point where the pilot ended, there were still 7 applications from tenants that were waiting to be assessed.
- 4.3 There were 9 applications looked at as part of the scheme and 5 were approved. The anonymised details of all cases considered, and their outcomes are shown in the table in Appendix 2.
- 4.4 Although several of the approved cases have still to either find a suitable property, or move to one they have been offered, the maximum amount that will be spent from the £80,000 budget will be £18,500.
- 4.5 Of the cases approved, approx. £6,500 will be used to clear arrears and other housing related debts.

5. Strategic Priorities

5.1 Let's reduce all kinds of inequality

The Downsizing Scheme reduces the debt for tenants who have been affected by the Spare Room Subsidy ("bedroom tax") and helps them to move to a more suitable, affordable property.

It also frees up larger homes for families on the housing register or who are homeless, providing them with stable, affordable accommodation.

5.2 Let's deliver quality housing

The scheme makes best use of the limited social housing stock and reduces homelessness and the use of temporary accommodation.

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

There are no financial implications relating to the review of this policy. Should the scheme continue beyond the pilot and into future years there will be a requirement for inclusion of annual budgets within the Medium Term Financial Strategy (MTFS).

6.2 Legal Implications including Procurement Rules

There will be no legal implications to reviewing this policy as it is a discretionary scheme and works in accordance with the Allocations Policy and existing procedures for Managed Moves.

6.3 Equality, Diversity and Human Rights

Each case is reviewed individually to assess the specific needs of the tenant(s), suitability of particular properties and to ensure they are not disadvantaged by the scheme.

Should a review recommend the scheme continue, an Equality Impact Assessment will be completed for any revised scheme proposals.

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

No impacts identified.

6.5 Land, Property and Accommodation

The improved use of accommodation has been described in Section 5.

6.6 Significant Community Impact &/or Environmental Impact

Not applicable to this policy.

6.7 Corporate Health and Safety Implications

Not applicable to this policy.

7. Risk Implications

7.1 (i) Options Explored

This policy does not pose any additional risks.

7.2 (ii) Key Risks Associated with the Preferred Approach

8. Recommendation

8.1 To note the outcomes of the pilot period.

8.2 To note that a review will be carried out in partnership with LTP.

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? 2

List of Background Papers: None

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



Downsizing Incentive Policy



Together, let's deliver
Lincoln's ambitious future



1. Introduction

City of Lincoln Council has a duty to ensure that it makes the most effective use of its housing stock.

Within the City of Lincoln there are Council properties which are under-occupied by tenants. These homes would previously have been signed for to meet the needs of a family, however over time the family composition has changed reducing the number of people living in the home. Under occupation is usually defined in terms of excess bedrooms within a property, this can arise for many reasons.

This downsizing policy is intended to ensure that properties are being used to their full capacity and to assist the City of Lincoln Council in managing under occupancy alongside the Allocations Policy.

This policy will set out City of Lincoln Council's approach to enable tenants to move to properties which are smaller and meet their housing need.

This policy will detail the incentives and support the City of Lincoln Council can offer to tenants who are under occupying to support them to downsize to smaller properties. This scheme is open to all secure tenants within the local authority boundary, but priority within the scheme will be given to those affected by the spare room subsidy, more commonly known as bedroom tax.

How will the Downsizing Policy deliver:

- We will work closely with all relevant local authority departments to help support a move where possible.
- We will offer both financial and practical support which can take a variety of forms i.e., help with connecting utilities and a handyperson service to tenants to make it easier for them to move.
- We may make direct offers of accommodation to assist tenants needing to downsize.
- Tenants and Council staff have clear and accessible information on:
 - ◆ Downsizing property incentives, support, and assistance.
 - ◆ The payments and support available to tenants that downsize.
 - ◆ What deductions will be taken from payments.
 - ◆ Reviews and appeals.

2. Eligibility for the Scheme

These are the circumstances that we will consider someone joining the scheme:

- Have one or more bedrooms not occupied.
- Currently a secure tenant.
- Vacant possession on tenancy concluding I.e., no other household members will remain in the property or be made homeless as a result.
- Access to be granted to the Council to complete a property inspection within 4 weeks of the move to ensure that the property meets our void standards.

There may be circumstances when a tenant would not qualify as follows:

- If a tenant lives in an adapted property and a member of the household still needs the specialist facilities.
- If there is no funding available.
- Applicants can be refused onto the scheme, if there are serious breaches of tenancy, such as but not limited to; Criminality, ASB or outstanding possession action.
- The panel will assess each case on its own merit before deciding whether to accept or reject the application based on the evidence presented.

3. Policy Statement

3.1 Incentives

If a tenant qualifies for the scheme, they will receive a basic payment of £2000. We will then pay in addition to the first payment a further £500 for each bedroom that a tenant gives up. The below are examples of circumstances:

- where tenants are affected by the removal of the spare room subsidy, creating a shortfall in benefit payments which has led to rent arrears.
- where tenants are occupying family homes which are no longer needed to accommodate the household.
- where tenants are living in homes with adaptations for a disabled person, and these are no longer needed, for example, homes with a through-floor lift or disabled adapted kitchens.
- where tenants are under-occupying a property because they have discretionary succession rights to a tenancy.
- where tenants wish to downsize, and their household composition allows them to do so.

Incentive payments will not be considered where:

- the tenant(s) are occupying a property on insecure terms e.g., a licence agreement, temporary accommodation, non-secure tenancy agreement or where payments have been accepted for use and occupation only.

- the tenant has been served with a NOSP or is subject to possession for serious breaches of tenancy such as Criminality or ASB. The panel will assess each case on its own merit before deciding whether pay the incentive payment.

3.2 Disruption Payments

In addition to the incentive payments, we will pay a disruption payment of £800 for those who qualify for the scheme. This payment will cover costs such as removal costs, reconnecting and disconnecting utilities, refitting flooring.

3.3 Support with Moving

We acknowledge that moving can be a stressful and often challenging time for tenants.

If assistance is needed for a tenant to move to another property, we will help with:

- arranging removals
- arranging disconnection and reconnection of services
- refitting carpets
- decorating

The cost of carrying out any or all the above would be taken from the lump sum and the balance paid to the tenants.

3.4 Handy Person

In addition to offering incentive payments, City of Lincoln Council will offer a handyperson service to help with jobs such as tiling, putting up shelves and hanging blinds at the property moved in to, equivalent to no more than three hours work. If the tenant needs the service longer than these three hours, agreement will be needed. This may incur costs that will need to be deducted from the lump sum payment or paid on invoice for extra costs incurred.

3.5 Advice and Assistance

City of Lincoln City Council will provide advice and assistance on housing options, to tenants who are under-occupying, especially to those who are potentially affected by the removal of the spare room subsidy. Tenants identified as under-occupying their homes may be contacted periodically to inform them of housing options and incentives as these become available. This could include:

- advice on mutual exchange.
- advice about the availability of smaller properties through the Local Authority.
- money advice and debt management.
- tenancy sustainment support.

3.6 Best Use of Stock

Applications to this scheme will be prioritised in line with the provisions of the Allocations Policy; This may include moving from a house to a flat, or if suitable, into retirement or supported accommodation.

In circumstances where a tenant is under-occupying an adapted property, which has been funded through a disabled facility grant, City of Lincoln Council will look to find a smaller property which has already been adapted, fully or partially, to meet the household's needs. If this is not possible then we would look to adapt the property downsized to in conjunction with a report from an occupational therapist to meet the household's needs prior to occupation.

3.7 Mutual Exchanges

Applications to this scheme can be considered for mutual exchanges where the exchanging household is under-occupying and the household member numbers meet the required allocation for each property and are registered on Lincs Homefinder awaiting housing of the type being exchanged. Further details of criteria for the mutual exchange process are available in the mutual exchange policy.

3.8 Incentive Payment

Payment will only be paid once the tenant has signed for the new tenancy and ended their former tenancy.

3.9 Deductions from Payments

Where there are outstanding debts owed to City of Lincoln Council, these will be deducted at source from any payment. Examples of debts include:

- Rent arrears on current tenancy
- Former rent arrears
- Repairs which are the tenant's responsibility
- Damage to current property other than fair wear
- Removing/making good alterations made by the tenant which do not follow property standards
- Any court costs

4. Decision Making & Appeal Process

The original decision and any appeals will consider the tenant's history and current housing situation, bearing in mind that any payments or acceptance onto the scheme are at the discretion of City of Lincoln Council.

Each application will be considered on a case by case basis. Should there be any variations to the financial incentive amounts specified within this policy, this will form part of joined up decision making and appeals process.

The decision to accept a tenant onto the scheme and any variations to the offer will be made by the Area Housing Manager and Housing Solutions Team Leader.

If a tenant is turned down for the scheme, an appeal can be made in writing to the Tenancy Services Manager who will review the application with the Assistant Director of Housing. A written response with the appeal decisions will be made within 20 working days.

If the appeal is not upheld, you have a right to appeal to the Housing Members appeals panel. Any decision made by the member housing appeal panel will be final and concludes the appeals process with no further opportunity to escalate further.

This policy is an incentive scheme and not a core function of housing service delivery. Therefore, the process and its terms sit separately to the formal complaints process and a complaint cannot be submitted if the tenant is unhappy with the decision made once the appeals process has been concluded.

5. Relevant Legislation, Regulation or Standards

This policy will follow all statutory, regulatory, and legal requirements, including but not limited to:

- Housing Act 1985
- Housing Act 1996
- Localism Act 2011
- Homeless Reduction Act 2017
- Data Protection Act 2018
- Social Housing (Regulation) Act 2023

6. Monitoring and Evaluation of the Downsizing Scheme

A cost benefit analysis will be undertaken periodically to review and measure the scheme is delivering against the following outcomes:

- Number of known under occupiers reduce because of the scheme
- Larger properties are freed up because of this scheme
- Any reduction in temporary accommodation costs linked to this scheme and relets
- An improved flow of housing voids becoming from letting of the larger property
- Any reduction in City of Lincoln Council Tenants in receipt of long term DHP (Discretionary Housing Payments) for under occupation of the same size properties

7. Related Documents

- Allocations Policy
- Anti-Social Behaviour Policy
- Rent Arrears Policy
- Tenancy Policy
- Aids and Adaptions Policy
- Mutual Exchange Policy

8. Information Sharing and GDPR

City of Lincoln Council respects individuals' rights to privacy and will adhere to all relevant legal principles in relation to information sharing and document management. City of Lincoln Council will not disclose details of applicants to this scheme unless required to do so by law.

Should support be required for completing application or referrals into services as part of the relocation and downsizing process, the City of Lincoln Tenancy Services Team will ensure data sharing permissions have been obtained and documented.

Our privacy statement sets out how we use your information and can be found at www.lincoln.gov.uk/privacy-notices/privacy-notices-services

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Appendix 2- Outcomes od Downsizing Cases During Pilot 2024

Area	No. of bedroom	Property type	Other Consideration s	Incentive Amount	Arrears	Other Housing Debt	Approved?	If No, Why	Amount paid to tenant
Stamp End	3	Ground floor flat	Wet room	£3,800	Y	Rechargeabl e repairs	Y		approx. £200 - arrears cleared, some rechargeable repairs & buying new white goods
Boultham	3	House		£3,800	N	Rechargeabl e repairs	Y		Still awaiting suitable property but likely to be approx. £2000
Ermine	2	Upper maisonette		£3,300	N	None	N	Needs no financial help or support to move & lower demand for this property type	
31 Ermine	2	High rise flat		£3,300	N	None	N	Needs no financial help or support to move & low demand for this property type. Would have been let under-occupied	
Tower	2	House		£3,300	Y	Council tax	N	Complicated case with a DRO & would have been in a worse debt position if paid a cash lump sum	
St Giles	3	House	Needs ground floor property	£3,800	Y	Council tax	Y		Still awaiting suitable property but likely to be approx. £1500

Appendix 2- Outcomes od Downsizing Cases During Pilot 2024

Ermine	2	Upper maisonette	Needs independent living scheme	£3,300	N	None	Y		Still awaiting suitable property but likely to be full amount
Ermine	2	Upper maisonette		£3,300	Y	None	N	Complicated case with a DRO & unresolved joint tenancy issue	
Birchwood	3	House	Needs ground floor property	£3,800	N	HB overpayment	Y		Still awaiting suitable property but likely to be approx. £2000

SUBJECT:	VOID RECHARGES REPORT
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MICK BARBER (CHAIR – LINCOLN TENANTS' PANEL)

1. Purpose of Report

- 1.1 To update Housing Scrutiny Sub-Committee (HSSC) on an initial piece of work the Lincoln Tenants Panel have been assisting in relation to recharges.

2. Background

- 2.1 HSSC have discussed the issue of the level of cleansing required in void properties when considering void turnaround times. HSSC members and the LTP have noted that the Housing Repairs Service are now deploying increased resources into re-inspection cleansing due the poor state some properties are handed back in at the cessation of tenancies.
- 2.2 HSSC members and the LTP have discussed how this can be addressed and have recognised the complexity of the issue. It has been recognised that one element that could help is using the recharge mechanism more effectively and as a deterrent. It has also been noted that the current recharge levels bare no relation to the actual costs of the works. As the Housing repairs service is subject to a cost recovery model this is causing heavy additional costs in the Housing Repairs Account (HRA) as these costs are repatriated to the rent payer's account.
- 2.3 The Housing department has an established recharge mechanism where tenants can be asked to pay for damage and associated cost that have been caused during a tenancy and not considered reasonable. To instigate a complete review, the LTP have initiated, with the support of the Voids team, a pilot review of the void's elements of these charges.

3. Aims and Objectives

- 3.1 To ensure the Council continues to maintain exacting standards of void cleanliness for tenants, recover the costs associated with cleaning voids, encourage tenants to leave properties in an acceptable condition and to streamline the process of preparing properties for new tenants, and reducing void turnaround times. This will drive down cost ultimately picked up by our tenants, ensure houses are let in a better condition and in a shorter time.

4. Organisational Impacts

4.1 Finance

Implementing the National Housing Federation Schedule of Repairs will enable the Council to recover additional incurred costs, a reduction in rent loss by tenants

undertaking clearance work before ending their tenancy and reducing property void time scales.

4.2 Legal Implications

None

4.3 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.

4.4 Human Resources

None.

4.5 Land, Property and Accommodation

None.

4.6 Significant Community Impact &/or Environmental Impact

None.

4.7 Corporate Health and Safety Implications

None.

5. Recommendations

- 5.1 That committee consider the initial pilot briefing attached, agree to implementing a cost recovery model with a view to increasing these amounts using the National Housing Federation Schedule of Rates to enable additional cost recovery.
- 5.2 That committee consider extending this work to the full recharge mechanism in order that this can be brought in line and pricing is updated.

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
List of Background Papers:	None
Lead Officer:	D Lyons, Resident Involvement Manager. Donna.lyons@lincoln.gov.uk

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Appendix A

Adjusting Cost and Recharging Tenants for Cleansing Upon Leaving City of Lincoln Council Property

Proposal for Adjusting Costs and Implementing Recharges for Cleansing Services upon Tenant Departure

1. Introduction

This initial report considers a proposal to implement an increased cost structure and more straightforward documentation for tenants vacating City of Lincoln council properties. The goal is to ensure properties are kept and left in a clean and habitable condition, thereby reducing the council's financial burden, maintaining Property standards throughout the tenancy, and ensuring relets can be achieved effectively and timely, reducing void rent loss.

2. Background

Currently, the City of Lincoln Council incurs significant costs in cleaning properties after tenants vacate. This puts demands the council's internal resources and specialist contractors who undertake this work while increasing the relet times of Void properties. Changing the documentation and introducing a fair and relative cost would help improve the issues experienced while maintaining the core protections for the most vulnerable tenants.

General lets data

Month	Number of Re-Lets	Number of Re-Lets with Cleansing	Number of Cleansing with Needles	% of Re-Lets with Cleansing	% of Cleansing with Needles
April	39	14	4	35.90%	28.57%
May	49	20	6	40.82%	30.00%
June	51	20	3	39.22%	15.00%
July	45	24	5	53.33%	20.83%
Aug	34	18	4	52.94%	22.22%
Sept	47	22	3	46.81%	13.64%
October	33	15	4	45.45%	26.67%
November	42	23	3	54.76%	13.04%
December	32	13	1	40.63%	7.69%
January	30	11	0	36.67%	0.00%
February	31	14	3	45.16%	21.43%
March	33	9	2	27.27%	22.22%
Total	466	203	38	43.56%	18.72%

The table above shows the general let properties breakdown for Years 23-24, showing that 43.56% of properties cannot be pre inspected because they require some form of cleansing requirement.

This is mainly due to:-

- Tenants' belongings and furniture etc remain in the property at cessation,
- Fleas in the property,
- Body fluids in property,
- Generally, in a poor and unhygienic condition posing a risk to the workforce
- Needle risk (Recorded as a separate figure due to the high level of risk)

Currently the council has an agreed process for charging tenants for void rectification , but it is arguably not tenant-friendly and does not reflect the costs currently incurred by the Council.

I have included the cleansing extract of the information provided.

Updated recharge list as of 27/03/2019						20% on top	
(item value column indicates pre 2019 prices)							
Description	UOM	Item value	VAT Value	Total Value	V7 Item	V7 VAT	V7 NET
Cleansing							
Clear out dwelling complete	Item	£71.40	£14.28	£85.68	£79.41	£15.88	£95.29
Clear out roof space	Item	£76.10	£15.22	£91.32	£82.08	£16.42	£98.50
Clear garden of debris	Item	£41.00	£8.20	£49.20	£49.54	£9.91	£59.45
Clear shed of debris	Item	£38.51	£7.70	£46.21	£43.24	£8.65	£51.89
Skip and labour (Item removed from recharge list and broken down into dwelling and garden for v7)	Item	£378.68	£75.74	£454.42	N/A	N/A	N/A
Skip and labour (Dwelling)	Item	No Cost Prior	No Cost Prior	No Cost Prior	£175.20	£35.04	£210.24
Skip and labour (Garden)	Item	No Cost Prior	No Cost Prior	No Cost Prior	£301.73	£60.35	£362.08
Fridge/Freezer	Item	£38.31	£7.66	£45.97	£25.00	£5.00	£30.00
TVs and Computer monitors	Item	£19.05	£3.81	£22.86	£5.00	£1.00	£6.00

Cookers	Item	£30.45	£6.09	£36.54	£8.00	£1.60	£9.60
Gas Bottles	Item	£26.39	£5.28	£31.67	£28.57	£5.71	£34.28

Current Costs

The Actual cost to the council for undertaking pre-inspection cleansing works based on a calculated average of 177 properties is £214,056.15. These range from £55 – £4,634.39 (Average per prop £1,054.46)

Currently, the information provided to the tenant at the start of the tenancy and the pre-termination visit is often lost in the amount of information supplied, which is complex for officers and outgoing tenants. This information is interpreted, calculated, and explained differently, making recharging and cost recovery difficult. It is, therefore, often due to this difficulty, tenant recharges are dropped or reduced to the dwelling clear-out complete cost of £95.92 due to lack of clarity or evidence, meaning a potential difference of £197,078

NOTE: The information provided is also based on version 7 of the National Housing Federation Schedule of Rates (NHFSOR), released in 2016. This is now on Version 8, released in 2024 and therefore does not consider increases and changes in waste charges and environmental legislation.

3. Objectives

Property Standards: To maintain high standards of cleanliness and habitability for incoming tenants.

Financial Sustainability: To recover the costs associated with cleaning vacated properties.

Accountability: To encourage tenants to leave properties in an acceptable condition.

Efficiency: To streamline the process of preparing properties for new tenants, reducing turnaround times.

4. Proposed Changes Considered

Financial

- Move to NHF v8 charging structure

To be reviewed when a new version of NHF Version is issued (est. every three years)

Documentation

- Introduce a new cleansing recharge document

Description	Cost	Inc Vat	
Dwelling			
Dwelling clear out - no skip required	£117	£140.40	
Dwelling Clear out + Small Skip (vehicle maybe used instead of skip)	£254	£304.80	Per Skip
Dwelling Clear out + Large skip (vehicle maybe used instead of skip)	£350	£504.00	Per Skip
Garden			
Garden + Small Skip (vehicle maybe used instead of skip)	£254	£308.80	Per Skip
Dwelling Clear out + Large skip (vehicle maybe used instead of skip)	£350	£504.00	Per Skip
Loft			
Loft Clearance + Small Skip (vehicle maybe used instead of skip)	£257	£308.40	Per Skip
Loft Clearance + Large Skip (vehicle maybe used instead of skip)	£353	£423.60	Per Skip
Shed			
External Shed (council provided)	£43	£51.60	Per shed
External shed removal	£214	£256.80	Per shed
Environmental waste			
Landfill taxable items (such as gas bottle, car tires, tv, paint cans, or the like)	£5.00	£6.00	Per item
Whitegoods (cooker, freezer, washing machine or the like)	£25.00	£30.00	Per Item
Small Upholstered items (Chairs, or the like)	£10.00	£12.00	Per Item
Large Upholstered items (Sofa, mattress or the like)	£25.00	£30.00	Per Item

Recharging Policy

No amendments to the current recharge policy are required, maintaining the core values and protections in place in this policy.

5. Implementation Strategy

Communication

LTP have already been consulted and are happy with the proposed documentation and charging prices.

Inspection and Assessment

- Develop a standardised checklist for property inspections to assess cleanliness.
- Train staff to conduct fair and consistent inspections.

Evidence

This will be achieved by gathering and recording the following information.

- Photographs of:
 - Household waste
 - Needles/ Drug Paraphernalia
 - Flea
 - Environmental waste
- Recording of:
 - Waste transfer notes
 - Skip Receipts
 - Labour time

All the above can be evidenced and provided to the tenant upon their request.

Collection

Collection of recharges will be through our existing recharge policy, offering protection for the vulnerable and those in need of support.

Appeals Process

Appeals will be dealt with through our recharge policy appeals process.

6. Impact

Financial Implications

While changes in potential revenue from recharges are difficult to quantify due to the process of encouraging tenants to undertake work themselves the implementation of version 8 NHFSOR and clear documentation will allow the council to recover more of the cost that is currently incurring, along with reducing rent loss as tenants will hopefully undertake clearance work before ending their tenancy, reducing the property void time for this work being undertaken, which currently stands at eight days.

Property Condition

Hopefully, this will encourage property conditions to be maintained in line with the current tenancy agreement throughout the tenancy due to the awareness of the financial implications at the end of the tenancy.

7. Risk Management

Tenant Dissatisfaction: Mitigate through transparent communication and support.

Disputes: Address through our existing process and fair inspection procedures.

Operational Challenges: Ensure adequate training and resources for staff to adjusted policy.

8. Monitoring and Review

Reports: Monitor the financial and operational impact of the adjusted policy.

Feedback Mechanism: Collect feedback from tenants and staff to identify areas for improvement.

Annual Review: Conduct a yearly update to LTP to assess the effectiveness and discuss any necessary adjustments.

9. Conclusion

Implementing increased cleansing costs and a recharging policy for tenants vacating council properties is necessary to ensure financial sustainability and maintain property standards. This policy can significantly benefit the council and its tenants with careful planning and transparent communication.

10. Recommendations

Approve the proposed increase in cleansing costs.

Ensure thorough communication and support for tenants regarding the new policy.

Regularly monitor and review the policy to ensure its effectiveness and fairness.

SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 1 – 2024/25

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: CORPORATE POLICY AND TRANSFORMATION TEAM

1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub-Committee a report on performance indicators for the Directorate of Housing and Investment, for Quarter 1 of 2024/25 (April – June).

2. Lincoln Tenants' Panel Consultation

- 2.1 LTP have been consulted about this report and have confirmed they have no comments.

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 DHI and reported quarterly to the Housing Scrutiny Sub-Committee in 2024/25. An overview of performance for this first quarter is attached as '**Appendix A**' to this report.
- 3.3 The template for Appendix A has been adjusted to include performance 'direction of travel' information, to aid interpretation of how performance fluctuates between quarterly reporting periods. In line with the RAG ratings used in other compliance reports presented to the Sub-Committee, the performance status column has also been updated. Benchmarking comparisons will be provided annually each fourth Quarter.

4. Overview of Quarter 1 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 first quarter of 2024/25 seventeen performance measures met or exceeded their agreed target; three were performing close to target; and five performed below target. The remaining measures are volumetric.
- 4.3 Of the five 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 A new measure 'HSSC3' relates to Anti-Social Behaviour and consists of thirteen sub-measures. This is further explained in section 9 of this report.
- 4.5 Sections 5 to 11 of this report highlight the key conclusions drawn from '**Appendix A**'.

5. Housing Repairs Service (HRS)

- 5.1 All HRS measures performed above target in Quarter 1. This is the first time all HRS measures have performed above target since Quarter 1 of 2019/20.
- 5.2 The improvement in performance is a result of recent changes within the service, with enhancements to the management of priority and urgent repairs. Changes to processes and a reshuffling of maintenance team leaders has improved efficiency, significantly reducing the number of priority and urgent repairs completed outside of target during Quarter 1. Only one priority repair was completed outside of the one-day target, and the average time taken to complete urgent (three-day) repairs has reduced to 1.88 days. Whilst external factors such as contractor availability, materials costs and weather events will inevitably continue to influence demands on the HRS, the recent service changes seek to ensure these improvements in performance can be sustained.

6. Investment, and Building and Fire Safety Assurance

- 6.1 Performance on Decent Homes remains above target, with only twenty-eight properties (excluding refusals) falling below the national standard. Similarly, the percentage of homes with a Standard Assessment Procedure (SAP) rating of C or above has continued to climb. With 93.25% of homes at this rating, the council is in a good position to achieve its 100% target by 2030.
- 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. Staffing and contractor challenges have prevented the service achieving full compliance with asbestos management survey requirements; however, plans are in place to address this over the coming year.

7. Voids

- 7.1 Whilst the recent improvements to the voids process have continued, there has been a reduction in performance in re-let times in Quarter 1. Voids performance is very dependent on the condition of individual properties as they are vacated, and in Quarter 1 the drop in performance has been due to a combination of factors

specific to the properties that have gone through the re-letting process and been re-let in the quarter.

7.2 There has been a significant increase in the number of voids requiring major works when compared to the previous quarter, and these have included multiple properties in Quarter 1 affected by issues outside of the council's direct control. Examples of such properties include:

- Re-letting of one property being delayed by 148 days due to safety issues identified involving an external balcony. A decision was made, in the interest of the future tenant(s), to investigate and resolve this issue before the property was re-let;
- One property was found to have significant structural issues that needed to be investigated and resolved, causing a delay of 81 days re-letting it;
- Another property was found to have problems with its electricity supply. It took an additional 48 days for this to be resolved by National Grid; and
- The service made a conscious decision several months ago to hold a property vacant for an extended period due to a serious crime that had been committed within it and the impact this incident had on surrounding tenants. After being released by the Police, it was held for 143 days before being re-let.

7.3 If these delays were removed prior to calculating the outturn for measure 61, the average re-let time in Quarter 1 across all voids would have been 45.17 days.

7.4 In addition to these property-specific issues, compared to the previous quarter the void properties re-let in Quarter 1 required more needle sweeps, and more properties had become vacant following service of 'notices to quit' (NTQs). Some NTQs, due to the reasons for the process having been initiated, will have resulted in properties being returned to the council in poorer condition.

7.5 There has been an increase in the number of NTQs in recent weeks, and the impact of this is expected to be seen in re-let times over the next few months. Three long-term void properties in the same communal block are also expected to be re-let in Quarter 2 which, due to the circumstances specific to that block, will be re-let as sensitive lettings. Performance against measure 61 will therefore likely be impacted by these properties, as they will disproportionately affect the average re-let time across Quarter 2.

7.6 Whilst the voids process will continuously improve, as highlighted in this section 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.

8. Rents

8.1 The annual pattern of rent collection tends to see performance improve throughout the year. This is due to rents being based on a 50 to 51-week payment schedule, resulting in a technical debt being carried throughout the year until the end of Quarter 3. Regular rent payments are adjusted and do not equalise until the non-

payment weeks during the Christmas period. Some tenants' ability to pay their rent will also still be impacted by the cost-of-living crisis.

- 8.2 The current Tenant Census visit programme by the Tenancy Services team has also drawn from existing resources, reducing capacity for other aspects of the team's roles. Collectively, the team conducted 755 Tenant Census visits in Quarter 1.
- 8.3 The Rents measures set now includes two new measures related to garage rents and vacancy. These measures are volumetric; however, it is positive to note that garage rent collection is currently performing at over 99%.

9. Anti- Social Behaviour

- 9.1 The ASB measures set has been expanded for 2024/25, and now includes a volumetric measure to inform the Sub-Committee of the types of ASB reports the Tenancy Services team receive.
- 9.2 Noise is by far the most prevalent ASB issue reported by tenants, followed by verbal abuse/harassment/intimidation. The sub-measures listed under HSSC3 have recently been reviewed and changed, and therefore the list of ASB categories will be different from Quarter 2 onwards.
- 9.3 The established measure '90', which assesses performance based on the number of days taken to close ASB cases, continues to perform above target.
- 9.4 Recent changes to the Tenancy Services team include the creation of a team specialising in dealing with ASB. These changes were enacted shortly after the end of Quarter 1, and therefore performance information for this and previous quarters, combined with an analysis of tenant satisfaction and complaints data, will help the team to evaluate the impact these changes have on how ASB is handled within the council's housing stock and tenants' perceptions of this new approach.

10. Allocations

- 10.1 Measure 85A relates to the percentage of housing allocation offers accepted first time. This measure is continuing to perform above target. There has also been a small reduction in the number of people on the Housing Register. The number on the Register is expected to reduce further in the coming weeks, after the Housing Solutions team has undertaken an annual review of the Register and removed people who are not actively looking for accommodation. This annual review has been delayed this year due to some issues arising from a recent IT upgrade; these issues are expected to be resolved shortly, allowing for the review to proceed.

11. Strategy

- 11.1 The measures set for 2024/25 include, for the first time, measures related to Housing Strategy. The three measures in the set aim to help inform and monitor the availability of council housing in the city by measuring a combination of housing delivery, right to buy transactions and total housing stock. Reporting these measures will assist with monitoring of the Housing Revenue Account 30-Year Business Plan.

- 11.2 The performance data for Quarter 1 indicates a small net loss of available council housing. This data relates solely to completed schemes and transactions, and does not take account of property purchases including 'buy-backs,' nor the newbuild schemes such as Hermit Street that are in progress and will be recorded in future quarterly reporting.

12. Complaints

- 12.1 Measure 22 has seen a substantial improvement in performance since the end of the previous Quarter, with performance increasing to just over 94%. This is just short of the 95% target and is expected to further improve as the year progresses. Large scale improvements continue to make a positive impact on the complaints process, including the standard and consistency of complaint responses. Due to recent introduction of the national Complaints Handling Code it is expected that the number of complaints received will increase; this is due to a widening of the definition of what constitutes a complaint. These changes are intended to help councils better understand what drives customer dissatisfaction. All Stage 2 complaints received by the service are now reviewed, including responses, by an Assistant Director.

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

Is this a key decision?

No

Do the exempt information categories apply?

No

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

No

How many appendices does the report contain?

One
(Appendix A)

List of Background Papers:























None










Lead Officers:

Business Manager – Corporate Policy and
Transformation
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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%						
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.50%						
HSSC1	Garage rent collected as a percentage of rent due	New for 24/25	Volumetric	99.28%				Volumetric		
HSSC2	Percentage of garage rent lost due to vacancy	New for 24/25	Volumetric	25.61%				Volumetric		
ASB										
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	100.00%						
90	Average days to resolve ASB cases	46.5 days	60 days	58.16 days						
HSSC3	Number of ASB cases by type	New for 24/25	Volumetric	106				Volumetric		
(a)	ASB by type – Noise	New for 24/25	Volumetric	44				Volumetric		
(b)	ASB by type – Verbal abuse/ harassment/ intimidation/ threatening behaviour	New for 24/25	Volumetric	13				Volumetric		
(c)	ASB by type – Drugs/ substance misuse/ drug dealing	New for 24/25	Volumetric	8				Volumetric		
(d)	ASB by type – Pets and animal nuisance	New for 24/25	Volumetric	8				Volumetric		
(e)	ASB by type – Noxious odour	New for 24/25	Volumetric	3				Volumetric		
(f)	ASB by type – Physical violence	New for 24/25	Volumetric	3				Volumetric		
(g)	ASB by type – Garden nuisance	New for 24/25	Volumetric	2				Volumetric		
(h)	ASB by type – Vandalism and damage to property	New for 24/25	Volumetric	2				Volumetric		
(i)	ASB by type – Nuisance from vehicles	New for 24/25	Volumetric	2				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				Volumetric		
(k)	ASB by type – Domestic abuse	New for 24/25	Volumetric	1				Volumetric		
(l)	ASB by type – Hate-related incidents	New for 24/25	Volumetric	1				Volumetric		
(m)	ASB by type – Other	New for 24/25	Volumetric	18				Volumetric		
Allocations										
85A	Percentage of offers accepted first time	88.16%	85.00%	87.93%						
HS1	Number of people currently on the housing list	2,036 (PSC)	Volumetric	2,029				Volumetric		
Voids										
69 (HV1)	Percentage of rent lost through dwelling being vacant	1.18%	1.00%	1.26%						
58 (HV2)	Average re-let time calendar days for all dwellings (excluding major works)	39.87 days	36 days	40.76 days						
61 (HV3)	Average re-let time calendar days for all dwellings (including major works)	46.59 days	42 days	48.79 days						
Investment										
50 (HI1)	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	0.24%	1.00%	0.36%						28 properties currently not at DHS (excluding refusals)
HSSC4	Percentage of properties at SAP rating C or above	New for 2024/25	Volumetric	93.25%				Volumetric		
Building and Fire Safety Assurance										
48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	98.68%						
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.00% (TSM)	99.00%	100.00%						

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
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%						
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.00% (TSM)	99.00%	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%						
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	New for 24/25	95%	95.76%						
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	New for 24/25	99.3%	98.43%						
HSSC7	Average time taken to complete damp and mould repairs (days)	New for 24/25	20 days	5.31						Based on 311 damp and mould inspections
Repairs (Housing Repairs Service)										
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.89						891 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%						1,323 urgent repairs completed YTD
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	1.88						
34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	98.00%						
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	98.76%						2,334 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%						797 Aaron Services priority repairs completed YTD
Strategy										
HSSC8	Number of new properties delivered	New for 24/25	Volumetric	3				Volumetric		
HSSC9	Number of 'Right to Buy' transactions	New for 24/25	Volumetric	9				Volumetric		
HSSC10	Number of council properties	New for 24/25	Volumetric	7,780				Volumetric		
Complaints and Customer Service										
22	% of complaints replied to within target time	35.18%	95.00%	94.07%						
<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						

HOUSING SCRUTINY SUB COMMITTEE**5 SEPTEMBER 2024**

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 Housing Scrutiny Sub Committee (HSSC) the first quarter's performance (up to 30th June), on the Council's:
- Housing Revenue Account
 - Housing Repairs Service
 - 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 Programmes 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 first quarter (up to 30th June) the forecast financial position of the Council for 2024/25 is:

Revenue Accounts	2024/25		
	Budget	Forecast @	Variance @
	£'000	Q1 £'000	Q1 £'000
Housing Revenue Account – Contribution (to)/from balances	101	(506)	(608)
Housing Repairs Service – (surplus)/deficit	0	355	355*

*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 @ Q1 £'000	Movement @ Q1 £'000
Housing Investment Programme	22,763	17,650	(5,112)

Balances	2024/25		
	Budgeted Balance @ 31/03/25 £'000	Forecast Balance @ 31/03/25 £'000	Forecast Movement £'000
Housing Revenue Account Balances	(1,030)	(1,638)	(608)

Reserves	2024/25		
	Opening Balance @ 01/04/24 £'000	Forecast Balance @ 31/03/25 £'000	Forecast Movement £'000
HRA Earmarked Reserves	(4,507)	(4,289)	218

- 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 £607,544 (appendix A provides a forecast HRA Summary), which would result in HRA balances of £1,637,568 as at the end of 2024/25. This position maintains balances above the prudent minimum of c.£1m.
- 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 year-end key variances:	Forecast £'000
National proposed pay award settlement	119
Less:	
Increased Investment Interest	(227)
Reduced Borrowing Costs	(68)
Additional Rental Income	(188)
<u>HRS Recharges:</u>	

Housing Revenue Account	Forecast
Forecast year-end key variances:	£'000
Housing Repairs Service Overall Deficit Repatriation	355
HRS Repairs – increased Responsive jobs	498
HRS Repairs – reduced level of Voids, Aids & Adaptations and Cleansing jobs (see Appendix D for breakdown)	(1,096)
Net Other Variances	(1)
Overall forecast deficit/(surplus)	(608)

4.4. The key variances have predominantly 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 the ongoing recruitment and retention challenges. These main variances, both positive and negative, cover:

- Proposed pay award inflation pressure - the impact of the proposed national pay award is in excess of the assumptions included within the MTFS. The 2024/25 pay offer, made by the National Employers for Local Government Services earlier this year, is yet to be accepted by the Trade Unions. The current pay deal offers 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. Until an agreement with the National Unions is reached, the Q1 forecast has been based on the current offer, and as such is subject to change.
- Borrowing costs – as a result of a delay in the anticipated reduction of the Bank of England Base Rate, which was maintained at 5.25% during quarter one (but has now subsequently reduced to 5%), 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.

4.5. Alongside these variances the Housing Repairs Services (HRS) is currently reporting a forecast deficit, which is consequentially repatriated to the HRA, as a result of the issues set out in Section 5 below. This is however subsequently offset by a net reduction in repairs recharges from the HRS to the HRA, resulting from 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.

4.6. In response to the key cost pressures forecast in 2024/25; the additional staff costs arising as a result of the proposed pay award are unavoidable and will require the

resetting of budgets for 2025/26 within the upcoming MTFS. In relation to the additional costs transferred from the HRS, 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 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 at the end of the last financial year.

- 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.

4.8. **HRA Earmarked Reserves**

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 1 the HRS are forecasting a deficit of £355,311 in 2024/25, which has 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	342
Income shortfall as a result of a lower level of voids, aids & adapts and cleansing jobs	1,016
Increase in materials usage and prices	105
National proposed pay award settlement	47
Less:	
Staff vacancies due to recruitment and retention challenges	(485)
Income surplus as a result of increase in responsive repairs, quoted jobs & other works	(735)
Net other variances	65
Overall forecast deficit/(surplus)	355

- 5.3. The main contributory factor to the forecast deficit is the ongoing recruitment and retention challenges, which are being felt not just by the council but across the

construction industry as a whole. This inability to attract and retain staff results in a greater reliance on the use of sub-contractors to ensure that service demands are met. The cost of using subcontractors is however more expensive than the HRS's own workforce, due to the ongoing impact of inflationary factors.

- 5.4. 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.
- 5.5. As the increased subcontractor costs are not reflected in the service hourly rate and overhead recovery is not recouped on sub-contractors this results in an under recovery of full costs from the HRA.
- 5.6. The ongoing impact of higher than anticipated material prices, coupled with a forecast increase in repairs jobs has resulted in an overspend on materials further compounding the HRS forecast position.
- 5.7. The forecast deficit also includes the impact of the proposed national pay award, which is in excess of the assumptions included within the MTFS as outlined in the HRA variances.
- 5.8. It should be noted that due to the interconnection of the HRS and HRA the consequential costs in the HRA have reduced, and therefore offset the repatriated deficit. Whilst this was not the case last year due to increasing costs of sub-contractors and materials, measures were taken at budget setting to reflect the anticipated impact of this. It is essential however, that the tight controls implemented to monitor premium sub-contractor spend are maintained to minimise the projected deficit 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	363	(581)	4,289

7. Capital Programme

7.1. Housing Investment Programme

- 7.2. The revised Housing Investment Programme for 2024/25 amounted to £22.763m following the 2023/24 Outturn position. At quarter 1 the programme has been decreased by £5.112m to £17.650m, as shown below:

Housing Investment Programme	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Revised Budget at 2023/24 Outturn	22,763	16,478	14,718	14,734	13,324
Budget changes for approval – Quarter 1	(5,112)	1,305	1,249	424	0
Revised Budget	17,650	17,783	15,968	15,159	13,324

- 7.3. All changes over the approved limit require approval by the Executive. The following changes require Executive approval for Quarter 1:

Changes requiring Executive Approval:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Budget Under/Overspends returned to available resources (MRR - Major Repairs Reserve)					
Kitchen Improvements	(1,000)	0	0	0	0
Rewiring	(588)	0	0	0	0
Over bath showers	(250)	0	0	0	0
Landscaping & Boundaries	(1,153)	0	0	0	0
Increased budget allocations					
Communal Electrics (funded from MRR)	150	0	0	0	0
Property Acquisitions – this includes individual purchase and repair acquisitions approved under officer delegations (funded from 1-4-1 receipts with borrowing as match element).	300	0	0	0	0
Total changes requiring Executive Approval	(2,541)	0	0	0	0

- 7.4. The following schemes have also been added to the HIP, having been approved at Executive during Quarter 1, (or in previous quarters):

Approved by the Executive:	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Increased budget allocations					
WGC Wider 1b Site Costs (18/03/24).	79	0	0	0	0
Total changes approved by Executive	79	0	0	0	0

- 7.5. The Chief Finance Officer has delegated authority to approve financial changes up to an approved limit as set out under Financial Procedure Rules. The following changes were approved during Quarter 1:

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	(120)	120	0	0	0
Re-roofing	(829)	0	424	424	0
Lifts	(1,050)	525	525	0	0
Fire Compartment works	(160)	160	0	0	0
Environmental Works	(500)	500	0	0	0
Increased budget allocations					
Hiab and Mule (Funded though DRF)	8	0	0	0	0
Total Changes Approved by the Chief Finance Officer	(2,651)	1,305	949	424	0
Total HIP Delegated Approvals and Approvals by/for Executive	(5,112)	1,305	949	424	0

- 7.6. The £5.112m reduction in forecast expenditure is primarily due to the capital programme budgets initially being driven by stock condition surveys and not current available labour resource. Amounts in the programme have been reprofiled to future years or removed to better reflect availability of Council operatives and sub-contractors.
- 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 2023/24 Outturn £'000	Revised Budget Q1 £'000	Forecast Outturn £'000	Variance £'000
Decent Homes / Lincoln Standard	13,638	9,642	9,642	0
Health and Safety	646	646	646	0
Contingent Major Repairs / Works	0	0	0	0
New Build Programme	5,414	5,793	5,793	0
Other Schemes	2,752	1,257	1,257	0
Computer Fund / IT Schemes	312	312	312	0
Total Capital Programme	22,763	17,650	17,650	0

- 7.8. The overall expenditure on the Housing Investment Programme at the end of Q1 was £2.517m, which is 14.26% of the 2024/25 revised programme. This excludes expenditure relating to Western Growth Corridor which is currently shown on the

General Fund Investment Programme, to be apportioned at year end (current forecast outturn £0.984m). This is detailed further at Appendix G.

- 7.9. A further £1.082m has been spent as at the end of July 2024, although this is still a low percentage of expenditure at this stage of the financial year, works have been constrained by the availability of contractors and materials however new contracts are in place and spend is expected to increase in by the end of the financial year.

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.

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 forecasted to maintain balanced budget positions 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 is between £1m-£1.5m on the HRA. Based on the latest forecasts of income and expenditure the level of balances in 2024/25 are estimated to be maintained within 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 an increased need to deliver ongoing reductions in the net cost base, as set out in the MTFS 2024-2029.

- 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 2024-29.

11. Recommendations

HSSC are recommended to:

11.1. Note the financial performance for the period 1st April to 30th June 2024.

Key Decision	No
Key Decision Reference No.	N/A
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
List of Background Papers:	Medium Term Financial Strategy 2024-2029
Lead Officer:	Laura Shipley, Financial Services Manager Laura.shipley@lincoln.gov.uk

HOUSING REVENUE ACCOUNT FUND SUMMARY – AS AT 30 JUNE 2024

	Ref	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Gross Rental Income	A	(35,213)	(35,401)	(188)
Charges for Services & Facilities	B	(665)	(666)	(1)
Contribution towards Expenditure	C	(50)	(10)	40
Repairs Account – Income	D1	(68)	(68)	0
Supervision & Management – General	D2	(808)	(868)	(60)
Supervision & Management – Special	D3	(75)	(188)	(112)
Repairs & Maintenance	E	11,729	11,177	(552)
Supervision & Management – General	F1	7,425	7,975	551
Supervision & Management – Special	F2	2,119	2,328	209
Rents, Rates and Other Premises	G	861	826	(35)
Increase in Bad Debt Provisions	H	251	251	0
Insurance Claims Contingency	I	439	439	0
Contingencies	J	312	353	41
Depreciation	K	8,198	8,198	0
Impairments	L	0	0	0
Debt Management Expenses	M	16	16	0
HRS Trading (Surplus) / Deficit	N	0	355	355
Net Cost of Service	O	(5,530)	(5,282)	248
Loan Charges Interest	P	2,331	2,264	(68)
Investment/Mortgage Interest	Q	(428)	(654)	(226)
Net Operating Inc/Exp	R	(3,626)	(3,672)	(46)
Major Repairs Reserve Adjustment	T	3,423	3,423	(0)
Transfers to/from reserves	U	304	(257)	(561)
(Surplus)/Deficit in Year	V	101	(506)	(608)

Housing Revenue Account Variances – Quarter 1

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>		
U	Transfers to/(from) Reserves	(561,320)	Contributions from reserves to offset expenditure as outlined below (further detail in appendix G).
Q	Investment Interest	(226,290)	Increased investment income as a result of higher interest rates.
A	Gross Rental Income	(187,720)	Additional rental income as a result of higher than budgeted opening housing stock levels.
	<u>Reduced Expenditure</u>		
E	Repairs & Maintenance - HRS	(1,096,140)	Reduced HRS expenditure on Voids (£950k), Aids and Adapts (£129k) and Cleansing (£17k), wholly offsetting the increase on Responsive Repairs costs below (net underspend £598k).
F	Supervision & Management	(141,700)	Reduced expenditure on Employee Costs due to staff vacancies, offset by agency costs below.
P	Loan Charges Interest	(67,560)	Reprofiling of loans & adequate resources resulting in reduction in planned borrowing costs.
	<u>Increased Expenditure</u>		
F1	Supervision & Management – General	500,000	High rise review and remediation (£300k), Carbon reduction and home safety works (£100k) and Inspection costs (£100k) entirely funded from reserves as outlined above.
E	Repairs & Maintenance - HRS	498,070	Increased HRS expenditure on Responsive Repairs (£498k), offset by underspend above (net underspend £598k).
N	HRS Surplus/Deficit	355,310	Estimated HRS deficit position (refer to further detail in Section 5 and Appendix F).

Ref		£	Reason for variance
F1	Supervision & Management – General	137,480	Increased expenditure primarily due to additional Housing IT costs (partially offset by contribution from reserves above).
F1	Supervision & Management – General	101,450	Cost of agency staff to cover staff vacancies within Supervision & Management, offset by Vacancy savings above.
J	Contingencies	119,390	Impact of proposed National Employers pay award offer in excess of budgeted assumptions.

HOUSING REPAIRS SERVICE SUMMARY – AS AT 30 JUNE 2024

	Revised Budget	Forecast Outturn	Variance
	£'000	£'000	£'000
Employees	4,107	3,669	(438)
Premises	193	160	(33)
Transport	440	444	4
Materials	1,561	1,666	105
Sub-Contractors	2,635	2,977	342
Supplies & Services	323	417	94
Central Support Charges	707	707	0
Capital Charges	0	0	0
Total Expenditure	9,965	10,039	75
Income	(9,965)	(9,684)	281
(Surplus)/Deficit	0	355	355

Housing Repairs Service Variances – Quarter 1

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	(437,792)	Vacancies within the Operative staff.
Premises	(33,226)	Reduction in utility forecasts due to delay in depot being in use.
<u>Increased Expenditure</u>		
Sub-Contractors	342,393	Increased use of sub-contractors to meet void turnaround targets and cover vacancies within the operative team.
Direct Materials	104,778	Increased usage and rising material prices.
Skip Hire	67,048	Increased usage of skips due to delay to the use of Hiab.
Proposed Pay Award	46,570	Impact of proposed National Employers pay award offer in excess of budgeted assumptions.
<u>Increased Income</u>		
Response Repairs, Quoted Jobs & Other Income	(815,368)	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.
<u>Reduced Income</u>		
Voids, Aids & Adapts and Cleansing Works Income	1,096,144	Reduced income as a result of a reduction in number of jobs, the impact of sub-contractor costs on overhead recovery and old SOR rates used for billing (pending update). Predominantly voids works at £950k, Aids & Adapts £129k and Cleansing works (£17k).

EARMARKED RESERVES – Q1 MONITORING 2024/25

	Revised Opening Balance	In Increase	Year In Year Decrease	Forecast Closing Balance
	01/04/2024 £'000	£'000	£'000	31/03/2025 £'000
HRA				
Capital Fees Equalisation	110	-	-	110
De Wint Court	73	-	-	73
De Wint Court Sinking Fund	113	19	-	132
Disrepairs Management	287	-	(31)	256
Housing Business Plan	842	-	(400)	442
Housing Repairs Service	76	-	-	76
HRA IT	170	335	-	505
HRA Repairs Account	1,351	-	-	1,351
Housing Strategic Priority	764	-	-	764
HRS Social Value	111	-	-	111
Invest to Save (HRA)	375	-	(40)	335
NSAP/RSAP Sinking Fund	18	9	-	27
Regulator of Social Housing	180	-	(100)	80
Strategic Growth Reserve	5	-	-	5
Tenant Satisfaction Survey	31	-	(10)	21
Total Earmarked Reserves	4,507	363	(581)	4,289

CAPITAL RESOURCES – Q1 MONITORING 2024/25

	Opening balance 01/04/24	Contributions	Used financing in	Forecast balance 31/03/25
	£'000	£'000	£'000	£'000
Capital Grants/Contributions HRA	275	0	0	275
Capital receipts HRA	2,560	1,059	(126)	3,493
Capital receipts 1-4-1	3,780	1,422	(2,141)	3,060
Major Repairs Reserve	23,735	11,622	(14,057)	21,300
Total Capital Resources	30,350	14,103	(16,325)	28,128

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 30th June 2024

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2024/25 - Reported at 2023/24 Outturn	Q1 Budget Increase / Decrease	2024/25 Revised Budget	Actual Expenditure 30/06/24	2024/25 Spend Revised Budget	% to
<u>Contingency Schemes</u>						
Contingency Reserve	0	0	0	0	0	
Contingency Schemes Total	0	0	0	0	0	
<u>Decent Homes</u>						
Bathrooms & WC's	734,550	0	734,550	104,185	14.18%	
DH Central Heating Upgrades	2,016,960	0	2,016,960	457,437	22.68%	
Door Replacement	1,634,266	0	1,634,266	276,416	16.91%	
Fire Compartment works	210,000	(160,000)	50,000	2,675	5.35%	
Fire Doors	500,000	0	500,000	28,600	5.72%	
Kitchen Improvements	2,190,000	(1,000,000)	1,190,000	138,176	11.61%	
Lincoln Standard Windows Replacement	907,672	0	907,672	239,416	26.38%	
New services	50,000	0	50,000	0	0.00%	
Re-roofing	1,328,800	(828,000)	500,000	0	0.00%	
Rewiring	738,000	(588,000)	150,000	0	0.00%	
Structural Defects	100,000	0	100,000	0	0.00%	
Thermal Comfort Works	169,858	(119,858)	50,000	0	0.00%	
Lifts	1,050,000	(1,050,000)	0	0	0.00%	
Void Capitalised Works	1,721,860	0	1,721,860	0	0.00%	
Decent Homes Total	13,351,966	(3,746,658)	9,605,307	1,246,906	12.98%	
<u>Health and Safety</u>						
Asbestos Removal	198,702	0	198,702	12,051	6.06%	
Asbestos Surveys	133,763	0	133,763	0	0.00%	
Fire Alarms	0	0	0	0	0.00%	

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2024/25 - Reported at 2023/24 Outturn	Q1 Budget Increase / Decrease	2024/25 Revised Budget	Actual Expenditure 30/06/24	2024/25 Spend Revised Budget % to
Renew stair structure	25,000	0	25,000	0	0.00%
Replacement Door Entry Systems	288,846	0	288,846	0	0.00%
Health and Safety Total	646,311	0	646,311	12,051	1.86%
<u>IT/Infrastructure</u>					
Housing Support Services Computer Fund	306,441	0	306,441	21,050	6.87%
Telephony	5,558	0	5,558	0	0.00%
IT/Infrastructure Total	311,999	0	311,999	21,050	6.75%
<u>Lincoln Standard</u>					
Over bath showers (10 year programme)	286,450	(250,000)	36,450	0	0.00%
Lincoln Standard Total	286,450	(250,000)	36,450	0	0.00%
<u>Other Current Developments</u>					
CCTV	20,000	0	20,000	0	0.00%
Communal Electrics	10,000	150,000	160,000	54,999	34.37%
Communal TV Aerials	5,000	0	5,000	4,069	81.38%
Environmental works	1,000,000	(500,000)	500,000	50,242	10.05%
Garages	60,000	0	60,000	0	0.00%
Hiab and Mule	122,330	8,359	130,689	130,689	100.00%
HRA Buildings	81,639	0	81,639	0	0.00%
Landscaping & Boundaries	1,452,938	(1,152,938)	300,000	0	0.00%
Other Current Developments Total	2,751,907	(1,494,579)	1,257,327	239,999	19.09%
HOUSING INVESTMENT TOTAL	17,348,633	(5,491,238)	11,857,395	1,520,006	12.82%

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2024/25 - Reported at 2023/24 Outturn	Q1 Budget Increase / Decrease	2024/25 Revised Budget	Actual Expenditure 30/06/24	2024/25 Spend Revised Budget % to
<u>HOUSING STRATEGY AND INVESTMENT</u>					
<u>New Build Programme</u>					
Property Acquisitions	2,091,534	300,000	2,391,534	436,025	18.23%
New Build Capital Salaries	46,953	0	46,953	0	0.00%
New Build- De Wint Court	0	0	0	0	0.00%
New Build Site – Hermit Street	1,891,443	0	1,891,443	560,618	29.64%
Jasmin Green	50,000	0	50,000	0	0.00%
Ermine Church Land	349,893	0	349,893	0	0.00%
Western Growth Corridor	984,281	79,000	1,063,281	0	0.00%
New Build Programme Total	5,414,104	379,000	5,793,104	996,643	17.20%
HOUSING STRATEGY AND INVESTMENT TOTAL	5,414,104	379,000	5,793,104	996,643	17.20%
TOTAL HOUSING INVESTMENT PROGRAMME	22,762,736	(5,112,238)	17,650,499	2,516,649	14.26%

HOUSING SCRUTINY SUB-COMMITTEE**5 SEPTEMBER 2024**

SUBJECT: WORK PROGRAMME - 2024/25

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

LEAD OFFICER: ALI HEWSON, SENIOR DEMOCRATIC SERVICES OFFICER

1. Purpose of Report

- 1.1 To present Members with the draft work programme for 2024/25 (Appendix A).

2. Background

- 2.1 The draft work programme for 2024/25 has been agreed by the Chair and Vice/Chair of Housing Scrutiny Sub Committee and the Chair of Lincoln Tenant's Panel.
- 2.2 This work programme can be further populated in accordance with Housing Scrutiny Sub Committees requests for topics of discussion and areas of preferred scrutiny. It will be used as a working document and can be added to or amended at members discretion at any time during the 2024/25 Municipal Year.
- 2.3 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and themed housing matters, to ensure that the work of this committee is relevant and proportionate.

3. Recommendation

- 3.1 That Members note the content of the work programme for 2024/25.

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?

1

Lead Officer:

Ali Hewson, Senior Democratic Services
Officer

Alison.hewson@lincoln.gov.uk

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

12 June 2024

CANCELLED

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

8 August 2024 – Core Landlord Services

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Item(s)	Responsible Person(s)	Origin of Request
Lincoln Tenants Panel Update	Mick Barber, Chair of LTP	Reserved time for LTP topics
Quarter 4 (2023/24) – Performance Report	Michelle Hoyles	Regular Report
Tenant Satisfaction Measures Report	Michelle Hoyles & Denise Raine (Acuity)	Regular Report
Quarter 4 (2023/24) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Income Management and Arrears Policy	Marianne Upton	Policy review
Pets Policy	Marianne Upton	New policy
Neighbourhood Management Policy	Marianne Upton	New policy
Tenancy Services Structure Update	Marianne Upton	Update
Building Compliance Report	Martin Kerrigan	Compliance report
Work Programme 2024/25	Paula Burton	Regular Report

5 September 2024 – 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
Voids Cleansing - Cost Recovery	LTP	Mick Barber, Chair LTP
Quarter 1 (2024/25) – Performance Report inc ASB update	Michelle Hoyles	Regular Report ASB at request of LTP/Members
Quarter 1 (2024/25) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Housing Management Structure Updates	Paula Burton	Update
Downsizing Policy and Update	Marianne Upton	New policy
Briefing on Right to Buy and Section 106 Funds	Andrea Ripley	Requested by HSSC
Work Programme 2024/25	Paula Burton	Regular Report

Updated July 2024

31 October 2024 – 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 (2024/25) Performance Update inc ASB update	Michelle Hoyles	Regular Report ASB at request of LTP/Members
Quarter 2 (2024/25) Housing Finance Report	Laura Shipley/Adam Oxley	Regular Report
Tenant Satisfaction Measures – Quarter 2 performance	Michelle Hoyles	Regular Report
Acquisitions Strategy	Andrea Ripley	New strategy
Allocations policy review	Paula Burton	Policy review
Disposals Strategy	Andrea Ripley	New strategy
Anti-Social Behaviour Update	Marianne Upton/Ben Jackson	Update
Complaints Report	Paula Burton	Update
Tenancy Agreement	Marianne Upton	Policy report
Estate Inspections	Marianne Upton	Regular report
Estate Regeneration Investment Programme	Marianne Upton/Kevin Bowring	HRABP
Caretaking Review	Marianne Upton/Amy Larder	HRABP
Work Programme 2024/25	Paula Burton	Regular Report

6 February 2025 – 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
Building Compliance 6 monthly update (3 of 6 Key Areas)	Martin Kerrigan	HSSC – 8 August 2024
Tenancy Agreement Update	Marianne Upton	Policy report
Rent Increase Update	Jordan Allmond	Regular report
Work Programme 2024/25	Paula Burton	Regular Report

17 March 2025

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

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

- Complaints
- Lincoln Standard