



CITY OF  
*Lincoln*  
COUNCIL

Let's deliver  
quality  
housing

## **Portfolio performance overview**

**Housing Services**  
**19<sup>th</sup> January 2017**

Policy Unit

Pat Jukes

Business Manager – Corporate Policy

Together, let's deliver  
Lincoln's ambitious future



# Achieving our vision

- ▶ Let's provide housing which meets the varied needs of our residents
- ▶ Let's improve housing conditions for all
- ▶ Let's work together to help the homeless in Lincoln
- ▶ Let's help people have a sense of belonging
- ▶ Let's build thriving communities

Let's deliver  
quality  
housing



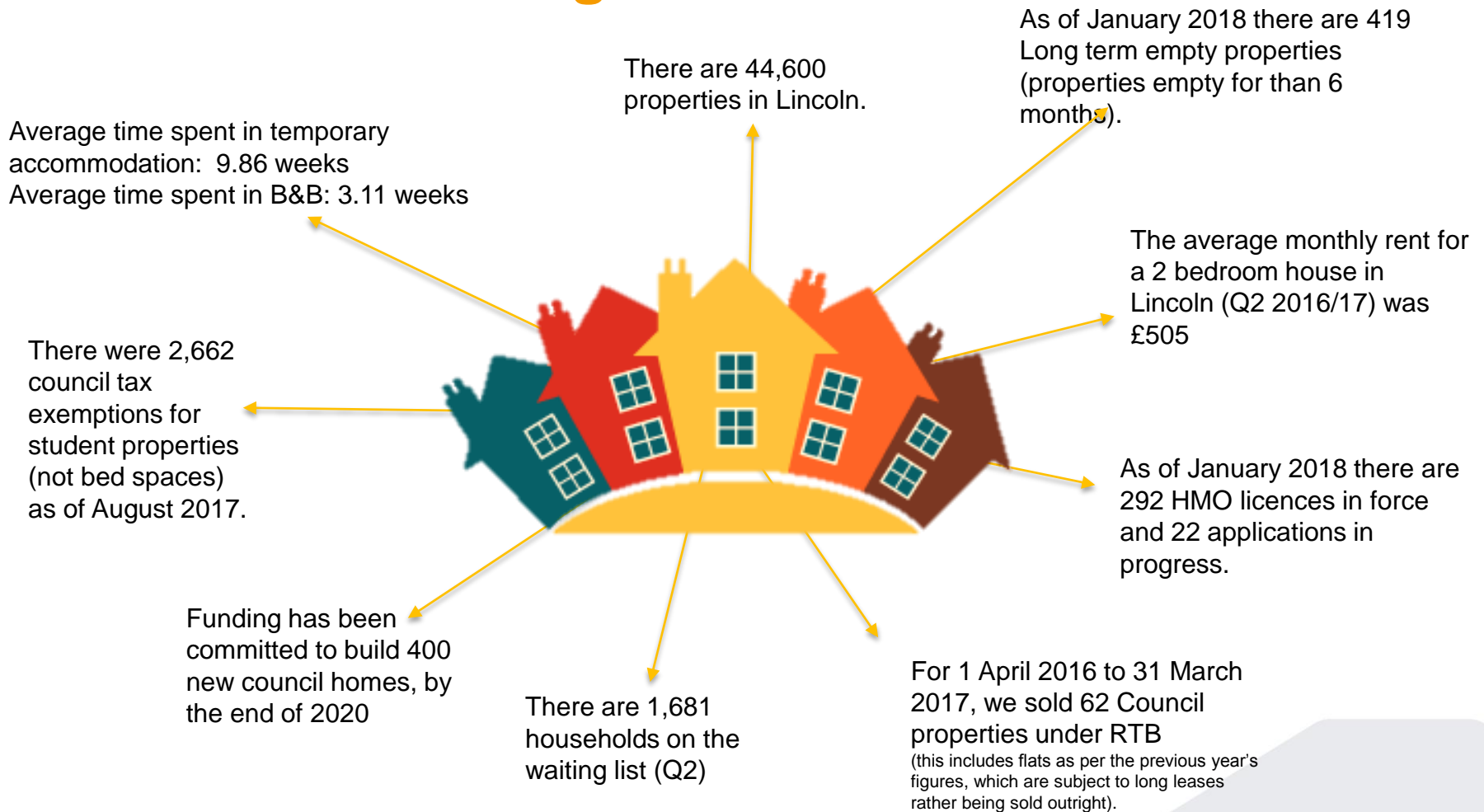
# Housing Services

## This overview will cover;

- The city view: a contextual look at relevant information from the City of Lincoln Council, Lincolnshire Research Observatory, LG Inform and ONS statistics
- Performance measures covered in the basket of strategic measures
- The Lincoln Local Area Dashboard

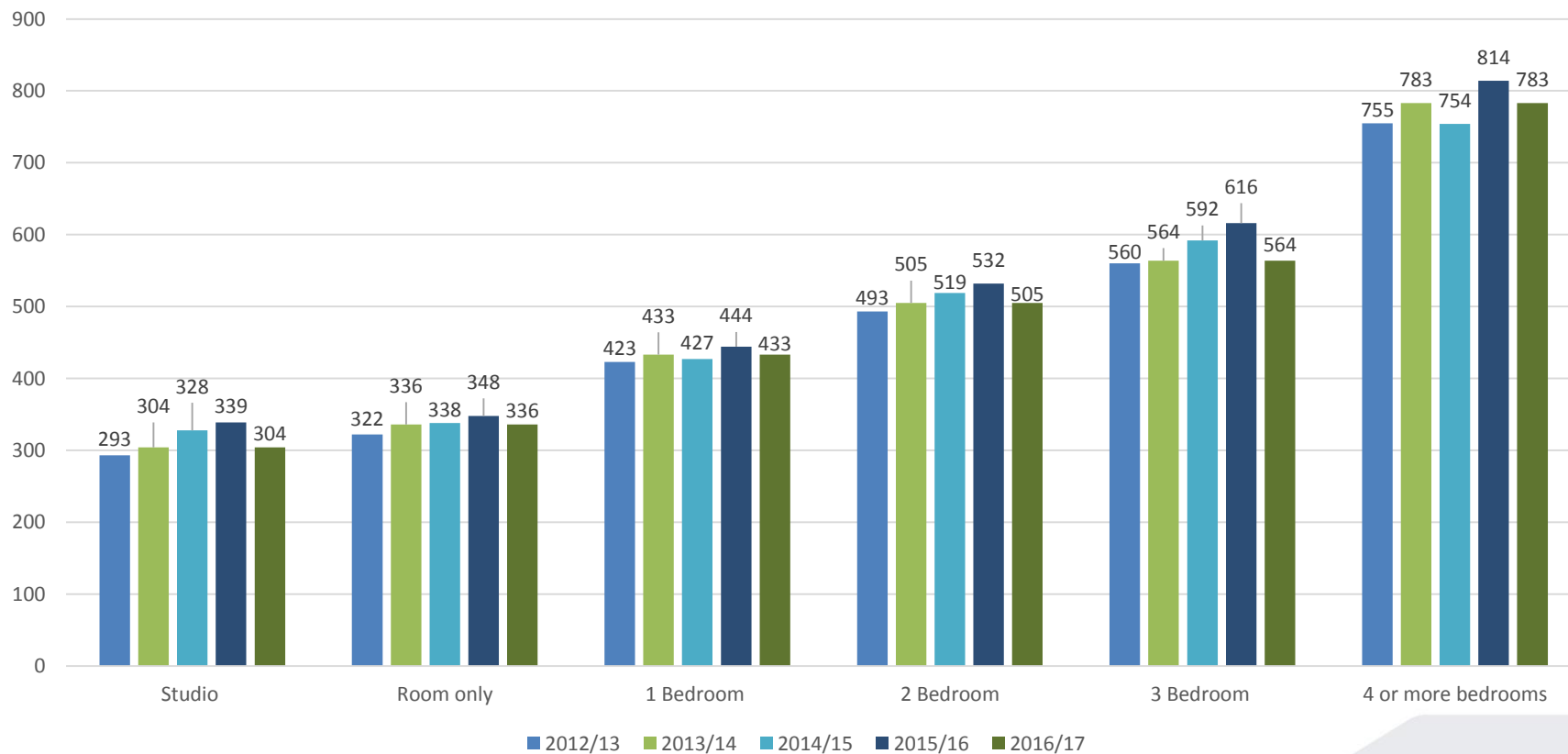


# Contextual Information on the Lincoln Housing Market



# Average monthly private rental costs to 2016/17 by number of bedrooms

## Average Monthly Private Rental Costs according to number of bedrooms



Source : LRO – 2018

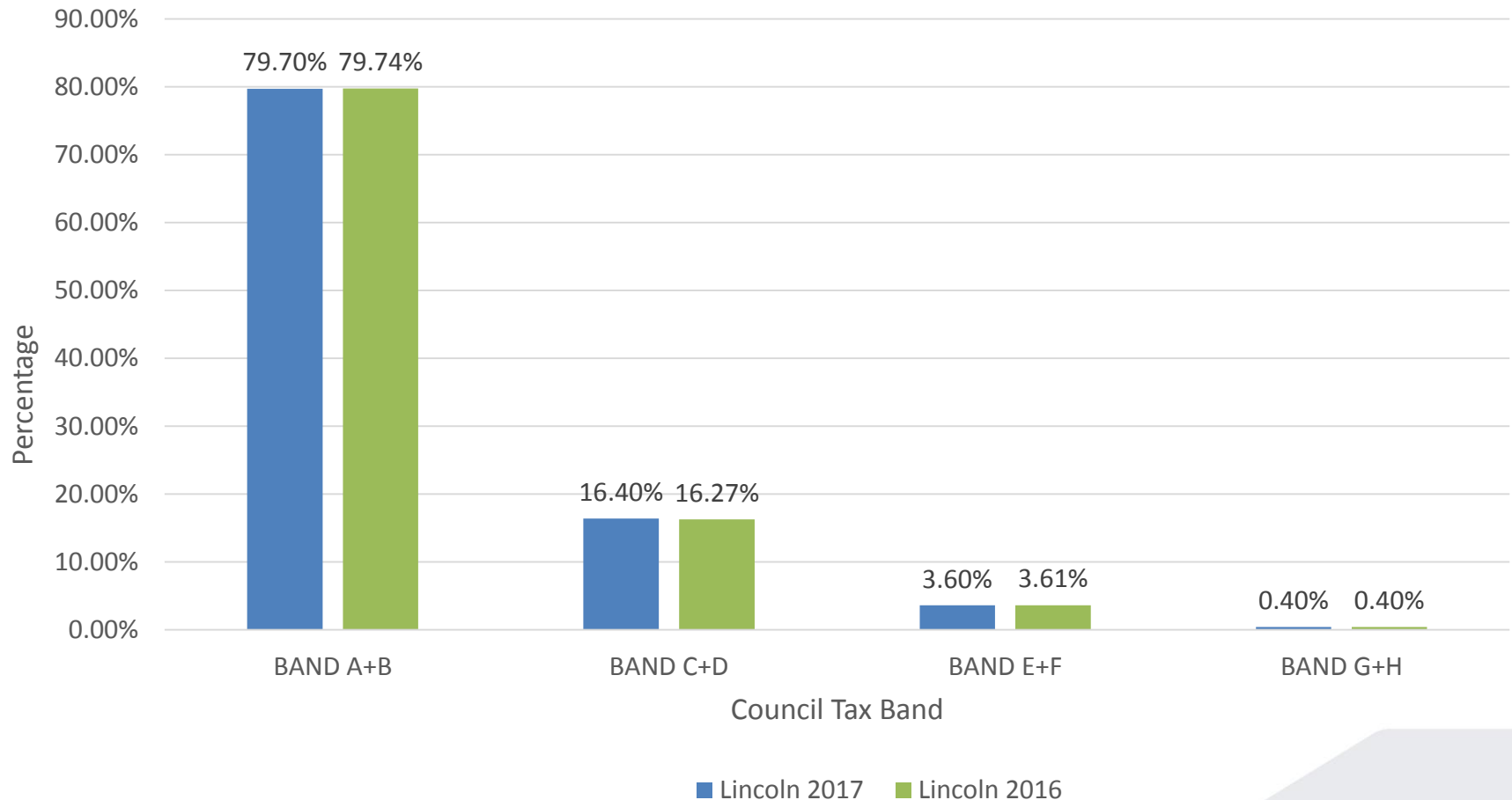


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[www.lincoln.gov.uk](http://www.lincoln.gov.uk)

# Council Tax bands – 2016 vs 2017



Source : LRO – 2018



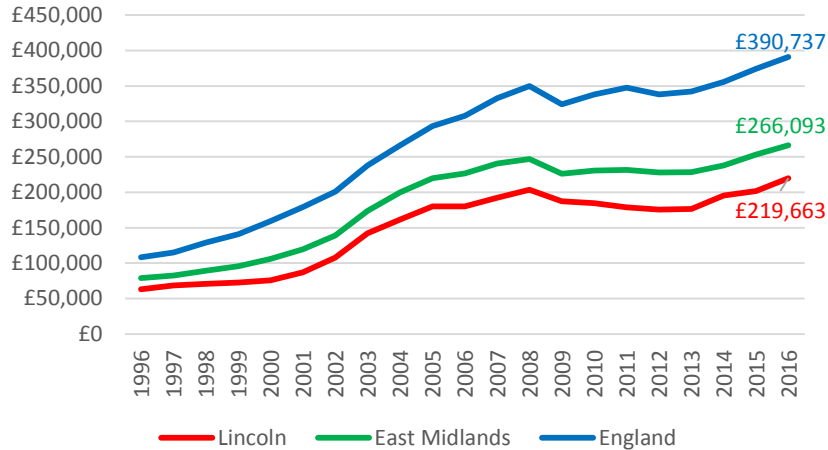
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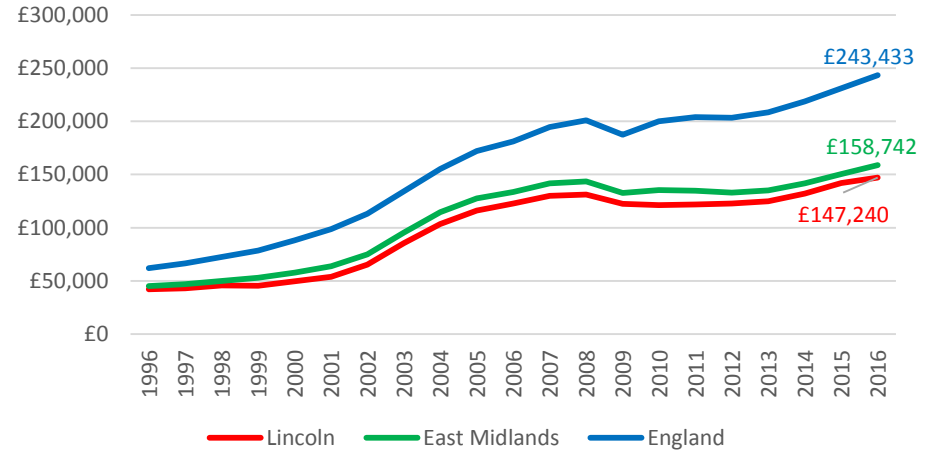
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# Average House Prices in Lincoln per property type

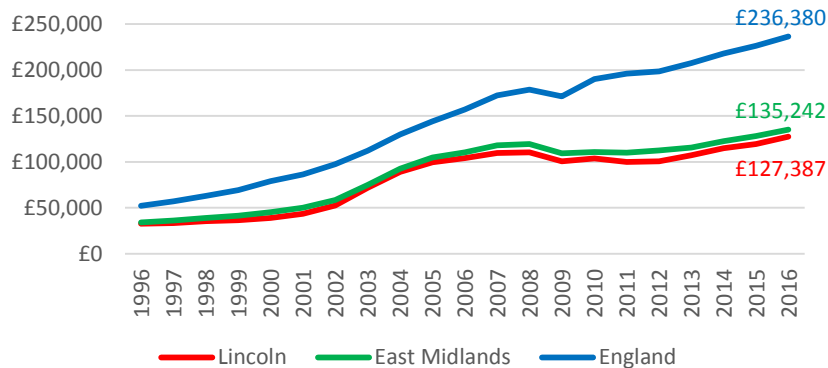
## Average Price Paid for a Detached House



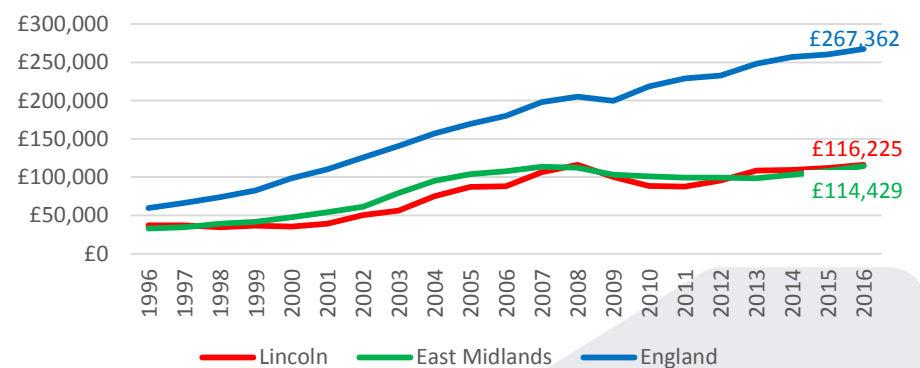
## Average Price Paid for a Semi Detached House



## Average Price Paid for a Terraced House



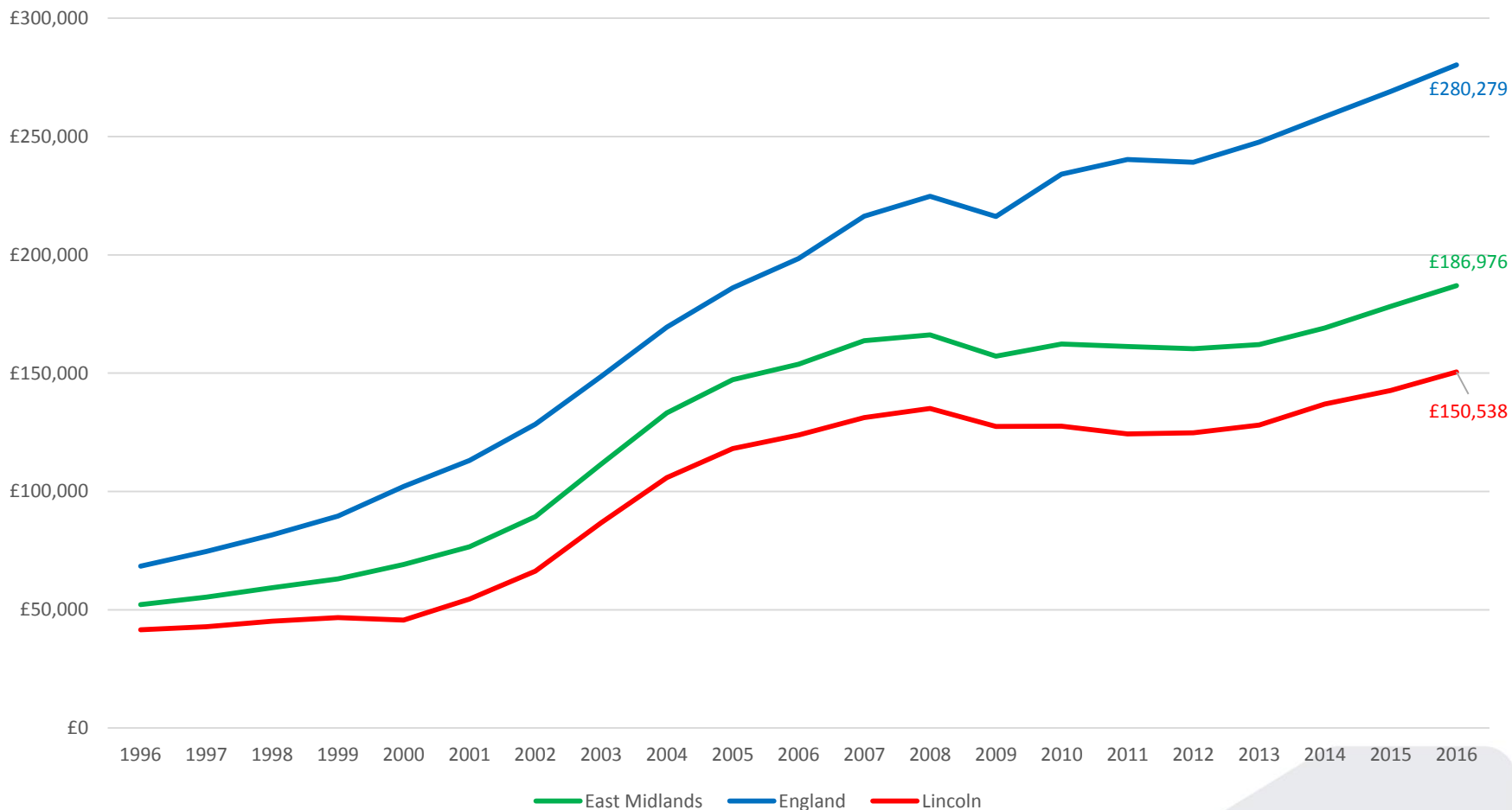
## Average Price Paid for a Flat



# Average House Price Paid Per Year for the year 1996-2016

(all property types)

Average Price Paid Per Year for the period 1996 - 2016



Source : ONS – 2017



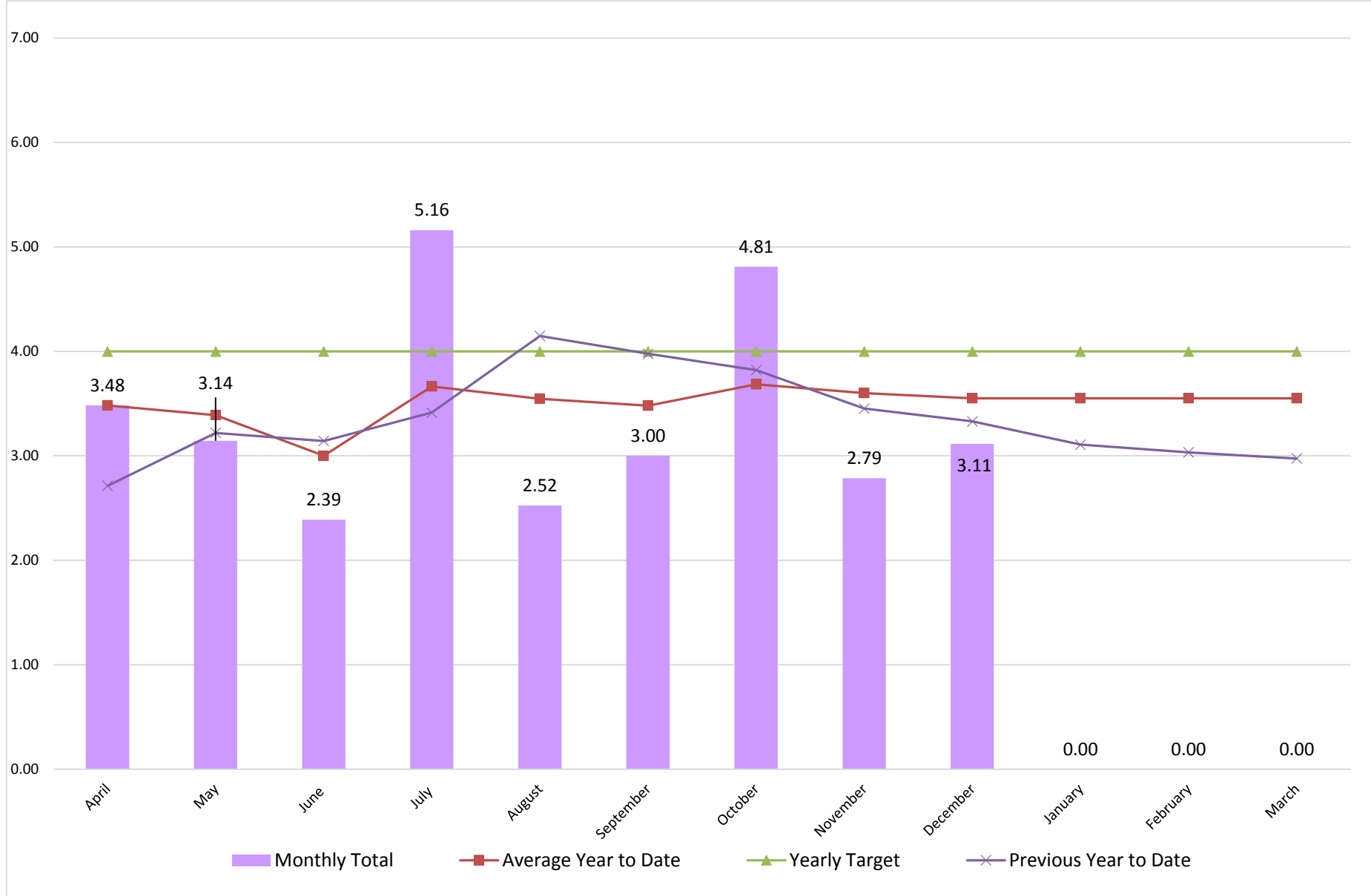
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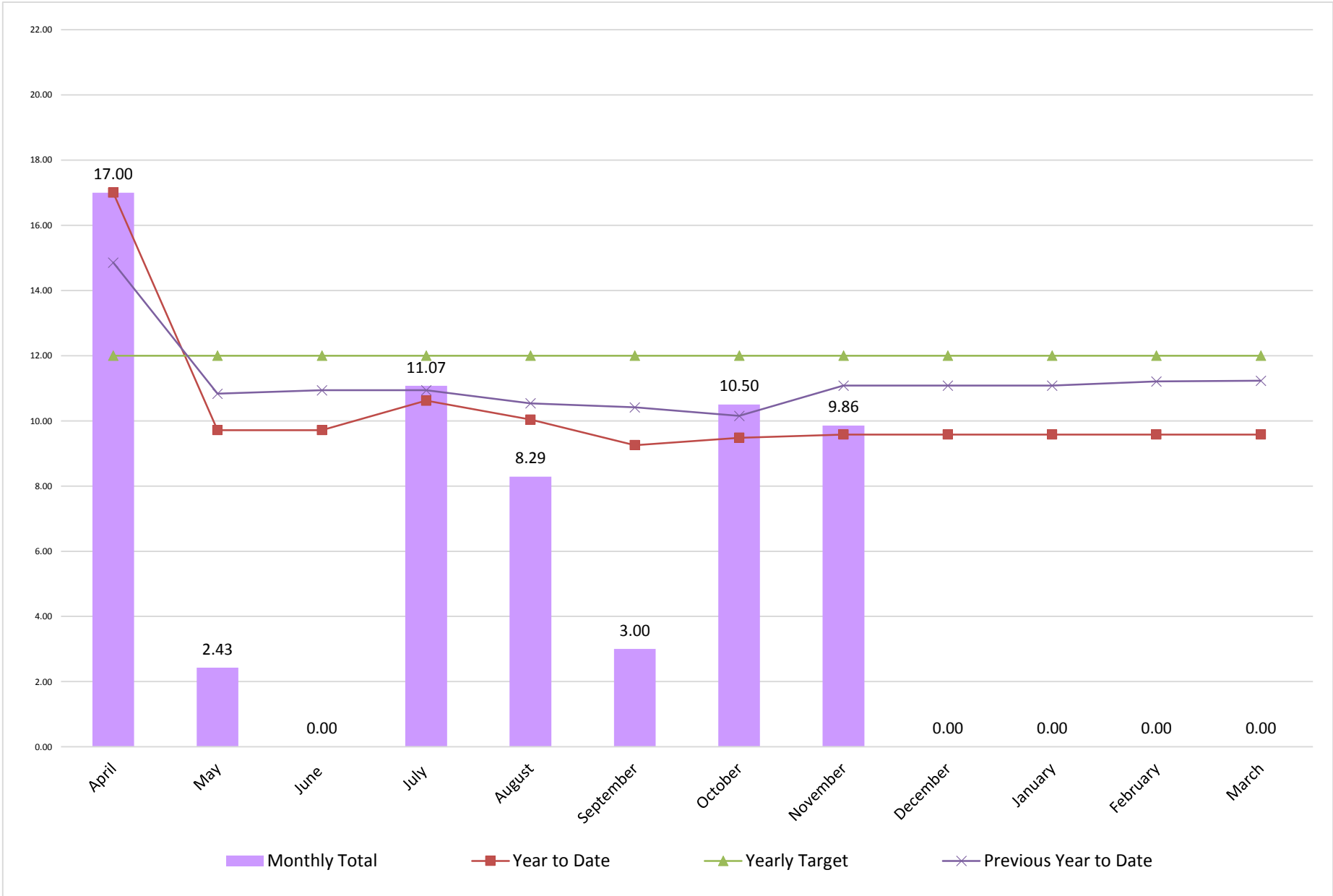
[www.lincoln.gov.uk](http://www.lincoln.gov.uk)



# Average time (weeks) spent in – Bed & Breakfast (2017/18 YTD)



# Average time (weeks) spent in temporary accommodation (2017/18 YTD)



# Key points to note:

- ▶ 2016/17 saw decreases across the board in average monthly private rental costs according to number of bedrooms.
- ▶ Houses in Council Tax bands A+B saw a tiny decrease of 0.04% in 2017 whilst bands C+D saw an increase of 0.13%.
- ▶ Lincoln still has the lowest average price paid for Detached, Semi-Detached and Terraced houses in comparison with the East Midlands and England averages.
- ▶ Lincoln flats remain on average slightly more expensive than the rest of the East Midlands.
- ▶ Up to November 2017, the average length of stay in Bed + Breakfast and other temporary accommodation are both under the 2017/18 target.



# Key Strategic Measures

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is Good	Trend	Q2/16/17	Q3/16/17	Q4/16/17	Q1/17/18	Q2/17/18	Status	Under Performing	Target	Last Target Status
Housing Investment	HI 4 - Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Cumulative	Low is good	Seasonal	0.36%	0.18%	0.04%	0.00%	0.00%	I			
Housing Investment	HI 6 - Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	Quarterly	Low is good	Seasonal	1	1	3	3	4	M			
Housing Investment	HI 7 - Percentage of dwellings with a valid gas safety certificate	%	Cumulative	High is good	Quarterly	100.00%	99.98%	99.96%	99.95%	99.95%	M			
Control Centre	CC 5 - Percentage of calls answered within 60 seconds	%	Quarterly	High is good	Quarterly	98.36%	98.25%	98.30%	98.48%	98.37%	M			
Rent Collection	RC 3 - Rent collected as a proportion of rent owed	%	Cumulative	High is good	Seasonal	97.53%	99.49%	99.25%	98.88%	98.21%	I	98.50%	100.0%	Below target
Rent Collection	RC 4 - Current tenant arrears as a percentage of the annual rent debit	%	Cumulative	Low is good	Seasonal	2.96%	2.15%	2.20%	2.41%	2.59%	I	2.40%	2.15%	Below target
Housing Solutions	HS 3 - The number of people currently on the housing waiting list	Number	Cumulative	Low is good	Quarterly	1,974	1,853	1,716	1,751	1,681	I			
Housing Solutions	HS 4 - The number of Homelessness applications progressed within the Housing team	Number	Cumulative	Low is good	Seasonal	129	164	216	53	127	M			
Housing Solutions	HS 7 - % of households approaching the council considering themselves homeless or under threat of homelessness, where advice intervention resolved the situation.	%	Cumulative	High is good	Seasonal	46.37%	49.62%	46.57%	37.31%	30.87%	D	56.00%	65.00%	Below target
Housing Voids	HV 7 - Percentage of rent lost through dwelling being vacant	%	Cumulative	Low is good	Quarterly	0.83%	0.80%	0.84%	1.15%	1.06%	M			
Housing Voids	HV 9 - Average re-let time calendar days for all dwellings (including major works)	Days	Cumulative	Low is good	Quarterly	24.22	23.02	23.31	31.54	29.95	M	28.00	25.00	Below target
Housing Maintenance	HM 3 - Percentage of reactive repairs completed within target time	%	Cumulative	High is good	Quarterly	97.10%	97.08%	97.36%	97.16%	96.52%	M	92.00%	95.00%	Above target
Housing Maintenance	HM 4 - Percentage of repairs fixed first time	%	Cumulative	High is good	Quarterly	82.20%	84.30%	86.12%	86.94%	88.01%	I			
Housing Maintenance	HM 5 - Appointments kept as a percentage of appointments made	%	Cumulative	High is good	Quarterly	94.14%	95.04%	95.66%	96.52%	96.25%	M			

I = improving; M = maintaining; D = deteriorating

# Local Deprivation Dashboard

Key Status Colours		Symbols		High/Low is good		CoLC Impact	
<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Improving compared to the previous year	#	Data not available	↑	High is good	<b>Ful</b>	CoLC can fully impact this
<span style="background-color: #FFD700; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	No change compared to the previous year	*	Data quality is acceptable, but use with caution	↓	Low is good	<b>Mod</b>	CoLC can moderately impact this
<span style="background-color: #FF0000; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Deteriorating compared to the previous year			†	Not relevant	<b>Min</b>	CoLC has minimum impact
<span style="background-color: #0000FF; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>	Volumetric Measure					<b>Non</b>	CoLC cannot impact on this

		2015/16		2016/2017							
Domain	Ref	Measure	Unit	High / Low is good	Lincoln Last Year	Lincoln This year	Status	East Midland this year	England this year	PH	CoLC Impact
House Rental (2016/17)	8.1	Number of people currently on the housing waiting list	N/A	↓	2399	1716		#	#	PW	<b>Ful</b>
	8.2	Average rent: Private Room only	£ Month	↓	348	336		#	#	PW	<b>Min</b>
	8.3	Average monthly rent: Private Studio	£ Month	↓	339	304		#	#	PW	<b>Min</b>
	8.4	Average monthly rent: Private 1 Bedroom	£ Month	↓	444	433		#	#	PW	<b>Min</b>
	8.5	Average monthly rent: Private 2 bedroom	£ Month	↓	532	505		#	#	PW	<b>Min</b>
	8.6	Average monthly rent: Private 3 Bedroom	£ Month	↓	616	564		#	#	PW	<b>Min</b>
	8.7	Average monthly rent: Private 4+ Bedroom	£ Month	↓	814	783		#	#	PW	<b>Min</b>
House Prices (2016)	9.1	Mean price paid	£	↑	£142,675	£150,538		£178,165	£269,118	PW	<b>Non</b>
	9.2	Mean price paid: flats/maisonettes	£	↑	£111,854	£116,225		£107,987	£260,424	PW	<b>Non</b>
	9.3	Mean price paid: terraced houses	£	↑	£119,394	£127,387		£128,210	£226,411	PW	<b>Non</b>
	9.4	Mean price paid: semi-detached houses	£	↑	£141,988	£147,240		£150,331	£231,134	PW	<b>Non</b>
	9.5	Mean price paid: detached houses	£	↑	£201,861	£219,663		£253,356	£374,189	PW	<b>Non</b>

		Full year		Up to Q3							
Domain	Ref	Measure	Unit	High / Low is good	Lincoln Last Year 2016/17	Lincoln This year 2017/18	Status	East Midland this year	England this year	PF	CoLC Impact
Homelessness	4.1	Number of homelessness applications progressed within the housing team	N/A	↓	216	269		#	#	PW	<b>Ful</b>
	4.2	Number of housing advice cases resulting in preventing homelessness	N/A	↑	723	522		#	#	PW	<b>Ful</b>
	4.3	% of households approaching the council considering themselves homeless or under threat of homelessness, where advice intervention resolved the situation	%	↑	46.57%	30.87% ('Q2)		#	#	PW	<b>Ful</b>
Landlord Monitoring	10.1	Unlicensed licensable HMO. Prosecution file.	N/A	↑	1	0		#	#	PW	<b>Ful</b>
	10.2	Breach of HMO Management Regulations.	N/A	↑	43	2		#	#	PW	<b>Ful</b>
	10.3	Breach of HMO Management regulations, potential prosecution file	N/A	↑	4	11		#	#	PW	<b>Ful</b>
	10.4	Non return of section 235 information. Potential prosecution file	N/A	↑	13	5		#	#	PW	<b>Ful</b>
	10.5	Prohibition Orders made	N/A	↑	7	11		#	#	PW	<b>Ful</b>
	10.6	Improvement Notice served	N/A	↑	21	15		#	#	PW	<b>Ful</b>
	10.7	Breach of Prohibition order or improvement Notice. Prosecution file	N/A	↑	2	#		#	#	PW	<b>Ful</b>

# Key points to note from the Key Strategic Measures

- ▶ HS3 – Following annual review, the number of people accepted on the housing waiting list has reduced again to 1681 (at Q2 this year)
- ▶ RC3+RC4 – Although rent collection (and therefore rent arrears) has improved on the same quarter last year, neither measure is yet reaching its 2017/18 target
- ▶ HS 7 - % of households approaching the council considering themselves homeless, where council advice intervention resolved the situation, has significantly reduced from 46.37% in Q2 last year to 30.87% in Q2 this year
- ▶ HM3+HM4 – Both the percentage of repairs completed within target and those fixed first time have improved and beaten their 2017/18 target

