

HOME!

**CITY OF LINCOLN COUNCIL
FOR TENANTS AND LEASEHOLDERS**



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**City of Lincoln
Council – Resident
Involvement**



Annual Report 2018/19



**CITY OF
Lincoln
COUNCIL**

Together, let's deliver
Lincoln's ambitious future



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RESIDENT INVOLVEMENT CHECK:



If you would like to see articles on a certain area, or have any suggestions, don't hesitate to contact us on 01522 873398.

Editions of Home! are created in partnership with our editorial panel, made up of tenants and our production team.

Welcome to the Annual Report to Tenants

It's been another very busy year for the housing department here at the City of Lincoln Council. We have delivered 172 more affordable homes as part of our ambitious plan to complete 400 by 2020. Several teams across the council have worked hard to deliver these on time and on budget. The homes themselves are built to an excellent standard allowing residents to move into a safe, comfortable and decent home.

Elsewhere we continue to provide an outstanding repairs service that aims to complete repairs quickly and to a good standard. We also spent over six million pounds on making improvements to your homes.

Outside of the home we have started to look at how we can make improvements to the estate and undertook an exciting programme of Ward Walks see page *** for more information.

Then there was the support we provided to community projects around the estates, see page *** for details about which projects we supported.

Next year we have a number of exciting projects to deliver including celebrations that will mark 100 years since the completion of the first council house in Lincoln, see page *** for further details.

You can also find our performance information for the period of 1st April 2018 - 31st March 2019, so you can see how well we have performed as your landlord. If you see a smiley face, we have met the target, if you see a sad face we didn't meet the target.

If you want to discuss this in more detail please contact the resident involvement team and we would be happy to have a chat with you.

Don't forget to follow our Facebook page City of Lincoln Council-resident involvement for exclusive updates.

I hope you enjoy reading the report

Councillor Donald Nannestad Portfolio Holder for Housing.

Did you know?

Homes England set out the service standards for housing services that we must provide to you in their regulatory framework. One of the requirements is to publish an annual report each year. For more information please see their website www.gov.uk/government/publications/regulatory-standards or contact us by emailing Christopher.morton@lincoln.gov.uk or calling **01522 873398** to request a copy.

Key achievements for 2018/19

Over the year we have worked hard to provide an excellent service for our residents and we have listed below are some of the ones we feel need highlighting.

- ✓ Provided new affordable homes.

Over the year we built 172 new homes around the city at locations that included Monks Road, Stamp End, Boultham and the Ermine.

- ✓ Helped older people and younger people

Completed planning for the De Wint Court extra care housing complex. This will be a three and two storey facility with a difference, comprising of 50 one bed apartments and 20 two bed apartments.

To help the younger residents of Lincoln we operate a successful apprentice programme that has help them get training and qualifications on maintenance trades.

- ✓ Improved the safety of your homes

We fitted new fire safety doors to all of the flats at Shuttleworth House and plan to carry out similar work at the other tower blocks and sheltered schemes.

Then there was the visit from staff who work at the Ministry of Housing to talk to us about how we keep our buildings safe and involve residents in the process. This was of a national fact finding tour to inform their proposals on building safety.

- ✓ Listened to you

We launched a new allocations website that is more user friendly and this was in part to feedback we have received from residents who said the old website wasn't easy to use.

The Lincoln Tenants' Panel (LTP) were nominated for a scrutiny award, proof and recognition they are playing a key role in representing your views at the council.

We have also trained members of LTP to sign post victims of anti-social behaviour to services provided by icitim Support.

- ✓ Invested in the community

Over the last few months we have been out and about on the estates carrying out Ward Walks. The aim of these was to identify the issues that matter to residents and look at solutions, some of the common problems were parking on grass verges, overgrown gardens and a lack of bin storage.

Over the next year we will use this information to develop small scale improvements plans for each estates, which will look at the feasibility of tackling these problems. Keep checking the Home! magazine and our Facebook page, City of Lincoln Council-resident involvement for updates.

- ✓ Tackled rough sleeping. Lots of intensive work has been carried out by our rough sleeper team and in one year we have housed 73 people, assisted 146 people with mental health, prevented 28 people from rough sleeping and 81 people have been through the Somewhere Safe to Stay Hub.

Overview of performance indicators for the year

WHAT WE SAID WE WOULD MEASURE	HOW DID WE DO		WHAT WAS OUR TARGET?	DID WE MEET OUR TARGET?
	2017/18	2018/19		
% of rent collected as a percentage of rent due	99.86%	99.24%	98%	😊
Emergency repairs carried out on time	100%	100%	99.5%	😊
Average number of days to complete a repair	6.6 days	8.6 days	8 days	😞
Tenant satisfaction with repairs work	96.22%	96.16%	95%	😊
Getting repairs right first time	90.21%	93.68%	90%	😊
Homes with a gas safety certificate as at 31 March 2019	99.96%	99.71%	100%	😞
Homes that don't meet the decent homes standard	0%	0.21%	0%	😞
Average time to re-let a property	26.77 days	30 days	25 days	😞
Offer accepted first time		82.50%	85%	😞
% ASB cases closed that were resolved	98.99%	99.24%	94%	😊
Average number of days to resolve ASB cases	65.73 days	63 days	70 days	😊
Rent collected against rent due	99.68	99.24%	98%	😊
Level of rent arrears against total rent due.	2.11%	2.66%	3.65%	😊

Key statistics:



Expenditure and Value for Money

EXPENDITURE	
Repairs and improvements	£15,1448.88
Amount spent of new kitchens	£363,610
Amount spent on new bathrooms	£602,351
Amount spent new boilers or heating system upgrades	£1,657,342
Amount spent on building new housing.	£15,452,535

How we provide you with value for money:

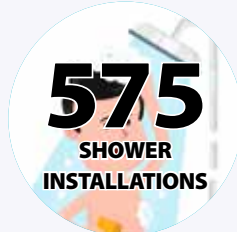
By 2020 we will have reduced the cost of your rent by one percent each year, in accordance with government regulations. Despite this reduction we have improved the service we offer and continue to invest in making improvements to your homes.

Average monthly rents for council properties are £301.54. For your rent payment you receive:

- Repairs to your home.
- Annual gas safety check
- Dedicated customer services and housing team
- Improvements to your home to keep it at a decent standard
- 24/7 emergency repair line
- Certain emergency repairs made safe within 24hrs
- Boiler break downs attended within 24hrs during the winter
- ASB complaints investigated.

Improvements and repairing your home

SPENT
£15,1448.88
ON REPAIRING
& IMPROVING
YOUR HOME.



COMMUNITY Lottery

The Lincoln Community Lottery has been running since August 2018, so far it has been a success, here are some key stats:

- During the first year the lottery has raised a total of £42,311 for local good causes
- Of the £42,311, £10,893 has been raised in the community fund
- The Lottery currently supports 73 local good causes in and around the city
- Average number of tickets entered into each weekly draw is 1,380

- Additional bolt on prizes will continue to be offered at regular intervals to help increase ticket sales
- On average 30 prize winners each week to the lottery (mix between cash prizes and free tickets)

The year the top three good causes benefitting from the lottery were:

- Lincoln & District Indoor Bowl
- Lincoln City Radio
- Lincoln Community Larder.

BeGambleAware.org[®]

If you would like to take part in the lottery or would like to know more about applying for funding please see <https://www.lincolnlottery.co.uk/>

Providing affordable housing.

172 number of new builds completed
and by area:

45

Allenby Close
(Monks Road/
Tower)

7

Lytton Street
(Stamp End)

46

Weswick Drive
(Boultham)

74

Ingleby
Crescent
(Ermine East)



LINCOLN TENANTS' PANEL (LTP) REPORT

The Lincoln Tenants' Panel (LTP) is a group of tenants whose aim is to ensure your views are represented at the council. They work tirelessly and put in numerous unpaid hours to help improve the service you receive.

Their main focus over the last year was responding to the government's proposed changes to social housing. To make this possible they read through the government's proposals, attended briefing events and successfully submitted a response to the consultation. This response will be taken into account by the government before the final changes are made which is a huge result for LTP and the council. They were also runners up in a regional award for tenant scrutiny.

If you are passionate about getting involved and shaping your council, we still have vacancies for the following groups:



Mystery shopping



Residents' groups



Lincoln Tenants' Panel



Leaseholder forum



Tenant authors



**Home!
Editorial Panel**

Community involvement

Santa's grotto

Back in December last year we held our first ever Santa's grotto at the roundshops in Moorland. Local children got the chance to meet Santa and it gave us the chance to meet tenants to get feedback on our services.

We'll be back again this year so make sure to keep an eye on the resident involvement Facebook page details of this year's grotto and other events.

Flower planting

Throughout this year, we have held several flower planting sessions. These sessions had a fantastic response and attendance from local children to have a go at planting flowers and vegetables.

If you are interested in getting involved, please contact us by calling **01522 873398** or email us on ltl@lincoln.gov.uk.



Customer compliments and complaints

What our
customers said:

Couldn't have been more helpful. Really went out of his way to get things right for us

Thanking
everyone to
make staying
in her flat
wonderful

Very helpful - credit to the team

Very happy with new kitchen

Timely and **efficient**
resolution of a
collapsed boundary.
Remained courteous and
communicative throughout

**Lovely flat
- thanks
for all the
departments
help**

Excellent job

Thanks Lincare you
saved my mums life

Using complaints to improve our service

We received a total of 154 complaints and took on average six days to answer these. We always look at how we can improve our service where we have complaints about a particular area and last year we addressed to particular issues.

The complaint-

“There is a lack of support for victims of ASB”

Our response-

We take all reports of anti-social behaviour seriously and investigate them thoroughly, often just by speaking to the residents involved we can resolve the issue but when needed we will take legal action. Residents would often tell us they felt there was a lack of victim support when they were experiencing anti-social behaviour, so we listened and decided to do something about it. In partnership with Victim Support we have trained several of our LTP members to signpost tenants to support services.

The complaint

‘The allocations website isn’t user friendly and keeps crashing a lot.’

Our response -

‘We were receiving lots of complaints from customers about our previous allocations website, it was crashing a lot, it wasn’t the easiest site to use and it was towards the end of its life so we decided to launch a new website. The new one is much more reliable and easier for customers to use. You can also upload documents to the new website, this makes the application faster to process and means customers don’t have to come all the way into town to provide the information making it much more convenient.’

How we've gone a to help our

We pride ourselves on delivering the best possible repairs service to our residents. Last year, we completed all repairs within just over eight days and the majority of residents said they were satisfied with the quality of work carried out.

As well as priding ourselves in providing an excellent level of service to all residents, there are occasions when we go above and beyond for those most in need. One way we do this is through our aids and adaptations scheme.

Louise Herridge, is one of our residents, who has hugely benefited from the aids and adaptations service. We have installed numerous adaptations in her home in order to ensure it suits her needs. For example widening hallways, ramps, a level access shower and a vanity unit that is fully wheelchair accessible for her use.



above and beyond customers

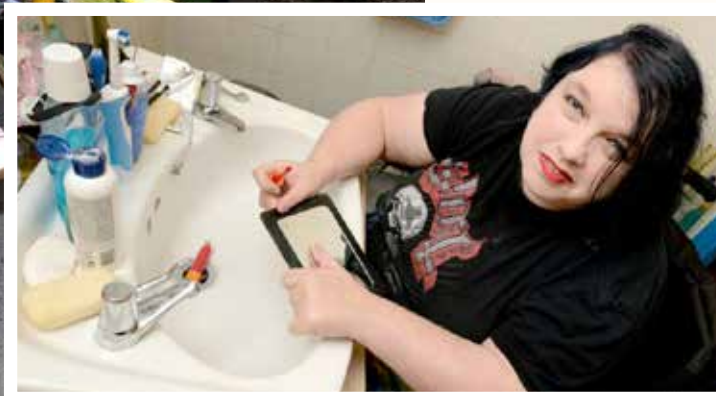


Louise spoke to us and provided her experience of the service:

“The aids and adapts service meets your needs even whilst the disability changes. The service ensures that you feel safe and able to lead an independent life, without aids and adaptations I wouldn’t be able to live without it. The team work really hard to make it easy for you and are incredibly helpful

and thoughtful in adapting the space. Which is really important for me, as I can’t move around nor travel easily so it’s about making the best from the services to ensure my environment works”.

Going forward, we will continue to ensure that we provide an excellent service and go above and beyond for our residents.



“The aids and adapts service meets your needs even whilst the disability changes. The service ensures that you feel safe and able to lead an independent life”

COMMUNITY

To help local residents in Lincoln we have the **Community Investment Fund**. Community groups and charities can apply to the fund for help delivering their projects.

City of Lincoln Council, Travis Perkins, Kier Services and Aaron Services all provide funding, resources and labour to the fund.

To date we have helped with several projects, these include:

- Installing benches in the courtyard at Tom Ward Court. This improved the outdoor area for residents and gave them a better space to relax in and hold events.
- Fitting a new kitchen at Bridge Church on Portland Street. We supplied and fitted a kitchen, this will be used to provide hot meals to homeless people in the area.
- Providing funding for new football equipment at Birchwood Colts FC. The club provides football activities for local residents and was devastated following a fire that destroyed most of their equipment. We were able to help by providing funding so they could buy new training goals.



Investment

- Funding a new gate and fencing at the Hillside Community Garden. We supplied the materials for these and trained volunteers on how to install them. The new gate and fence allowed the site to become secure and this meant Green Synergy could start erecting equipment such as a poly tunnel.



For more information about community investment, contact the resident involvement team by emailing LTP@lincoln.gov.uk or call us on **01522 873398.**

COMING SOON

We are pleased to announce that in 2020 the launch of several exciting projects:

- Look out for our events next year that will celebrate the fact that we have been building decent and affordable housing in Lincoln for a 100 years.
- Delivery of more affordable homes These will be built at Rookery Lane, on St Giles and on the Ermine West.
- Starting work on building the extra care facility at De Wint Court
- Launching of the improvement plans for each estate. These will contain proposals on how we aim to improve the look and feel of the estates.

Like our Facebook page, City of Lincoln Council-resident involvement for exclusive updates and to be the first to know.

Obtaining copies in alternative formats

If you have difficulty in understanding anything in this document, please go to City Hall, Beaumont Fee, Lincoln or any other council office, and an interpretation service will be provided.

Polish

Rada Miasta Lincoln (z ang. City of Lincoln Council) jest w pełni zaangażowana w promowanie równości i różnorodności. W razie jakichkolwiek trudności ze zrozumieniem niniejszego dokumentu, prosimy udać się do ratusza - City Hall, Beaumont Fee w Lincoln lub do innego urzędu rady miasta, gdzie będziemy mogli zorganizować dla Państwa tłumacza z Big Word Services.

Lithuanian

Linkolno miesto savivaldybė skiria daug dėmesio lygybės ir įvairovės skatinimui. Jei šio dokumento nesuprantate, eikite į Miesto rotušę - City Hall, Beaumont Fee, Lincoln, arba į bet kokią kitą savivaldybės skyrių, kur Big Word vertimų agentūra mums padės susisiekti su vertėju.

Slovak

Mestský úrad mesta Lincoln so zariadením podporuje rovnocennosť a rozmanitosť. Pokiaľ niečomu v tomto dokumentu nerozumiete, dostavte sa, prosím, do mestského úradu City Hall, Beaumont Fee, Lincoln alebo do inej kancelárie tohto úradu, kde pre Vás prostredníctvom Big Word Services môžeme zaistiť tlmočníka.

Romanian

Consiliul oraşului Lincoln este pasionat de promovarea egalităţii şi diversităţii. Dacă întâmpinaţi dificultăţi în înţelegerea acestui document, vă rugăm să vă prezentaţi la City Hall, Beaumont Fee, Lincoln sau la oricare altă reprezentanţă a consiliului, unde putem să vă punem la dispoziţie un interpret prin intermediul Big Word Services.

This publication can also be made available in large print, or electronically. **Please telephone: 01522 873398**

Key Contacts

Rent and tenancy enquires

Telephone: 01522 873333

Payments line

Telephone: 01522 873666

To report anti-social behaviour

Telephone: 01522 873333

To report fly tipping

Telephone: 01522 873433

Wheelie bin and recycling enquires

Telephone: 01522 873333

Council Tax and Housing Benefit enquires

Telephone 01522 873355

Universal Credit enquires

0800 328 9344

**Many of our services can also be accessed
on our website www.lincoln.gov.uk**

