

Performance Scrutiny Committee – Member request monitoring table

17 November 2022 -

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response																																																																													
1	Operational Performance Report Quarter 2	Further detail on reason for increase in time taken by customer services to answer a telephone call in Quarter 2-up from 300 as the lower target for the period to 795 seconds	Cllr R Storer	Jo Crookes	24/11/22	<p>The following issues are responsible for the long waits:</p> <ul style="list-style-type: none"> • 4 vacant posts • Training new staff • High sickness absence levels including a long-term post-operative recovery, Covid-19 and stress related absences • Calls are taking longer due to IT issues • Customers are struggling with the economic issues and are calling for reassurance and to discuss rent and council tax payment problems 																																																																													
2	Operational Performance Report Quarter 2	Clarification of the 9,958 figure quoted for number of users logged on to the on-line self-service online system this quarter online (BD1)	Cllr T Dyer	Daren Turner	21/11/22	<p>This is the number of users logging.</p> <p>So each time someone logs in i.e. 1 might log in every day for a week and it counts as 7</p>																																																																													
3	Operational Performance Report Quarter 2	Additional detail on insurance claims against the Housing Authority for mould and damp- resulting from unscrupulous marketing companies.	Cllr T Dyer	Colleen Warren	21/11/22	<table border="1"> <thead> <tr> <th colspan="11">City of Lincoln Council Housing Condition Protocol - Disrepair Claims as at 30.10.22</th> </tr> <tr> <th>1 Apr - 31 Mar</th> <th>Total No of claims received in year</th> <th>No of claims defended or withdrawn</th> <th>No of claims settled</th> <th>No of claims open</th> <th>Paid to Tenants (damages)</th> <th>Paid to Tenants Solicitors</th> <th>Paid Own Legal Costs</th> <th>Total Paid</th> <th>Total Outstanding Reserves</th> <th>TOTAL Paid & Reserves</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>12</td> <td>8</td> <td>3</td> <td>1</td> <td>4,000</td> <td>28,435</td> <td>34,023</td> <td>66,458</td> <td>7,800</td> <td>74,258</td> </tr> <tr> <td>2020</td> <td>6</td> <td>2</td> <td>4</td> <td>0</td> <td>6,225</td> <td>29,850</td> <td>16,993</td> <td>53,068</td> <td>-</td> <td>53,068</td> </tr> <tr> <td>2021</td> <td>23</td> <td>9</td> <td>11</td> <td>3</td> <td>18,550</td> <td>66,992</td> <td>43,390</td> <td>128,932</td> <td>4,540</td> <td>133,472</td> </tr> <tr> <td>2022 - Apr - No</td> <td>25</td> <td>3</td> <td>1</td> <td>21</td> <td>5,250</td> <td>10,625</td> <td>10,625</td> <td>26,500</td> <td>171,550</td> <td>199,037</td> </tr> <tr> <td></td> <td>66</td> <td>22</td> <td>19</td> <td>25</td> <td>34,025</td> <td>135,902</td> <td>105,030</td> <td>274,957</td> <td>183,890</td> <td>459,834</td> </tr> </tbody> </table>	City of Lincoln Council Housing Condition Protocol - Disrepair Claims as at 30.10.22											1 Apr - 31 Mar	Total No of claims received in year	No of claims defended or withdrawn	No of claims settled	No of claims open	Paid to Tenants (damages)	Paid to Tenants Solicitors	Paid Own Legal Costs	Total Paid	Total Outstanding Reserves	TOTAL Paid & Reserves	2019	12	8	3	1	4,000	28,435	34,023	66,458	7,800	74,258	2020	6	2	4	0	6,225	29,850	16,993	53,068	-	53,068	2021	23	9	11	3	18,550	66,992	43,390	128,932	4,540	133,472	2022 - Apr - No	25	3	1	21	5,250	10,625	10,625	26,500	171,550	199,037		66	22	19	25	34,025	135,902	105,030	274,957	183,890	459,834
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4	Financial Performance Report Quarter 2	Breakdown of reason for additional unbudgeted costs for car park supplies and services	Cllr T Dyer	Colleen Warren	18/11/22	<p>Car parking overspend: £17k on suicide prevention works £17k increased pay by phone charges £73K on increased card charges for parking.</p> <p>The increases relate to the trend change in people moving from cash payments to card payments which incurs an additional cost from the bank. This is reflected in the increased income from car parking.</p>
5	Operational Performance Report Quarter 2	Is the increase call wait time in customer services linked to the number of complaints received increasing? If not, please can you provide information on why complaints increased by 39 in Q2 when compared to Q1 2022/23, what areas these were received in and what they were in relation to (any common reason)?		Jo Crookes	24/11/22	There does not appear to be any particular common reason for an increase in complaints. The complaints are reported in the quarter in which they are responded to rather than received so the numbers might even out over the year.
6	Operational Performance Report Quarter 2	Is there a quieter time of day which customers can get through quicker to the customer services team? If so, does the council raise awareness of these times to our customers?		Jo Crookes		There are currently no quieter times. The phone lines are constantly busy.

7		<p>Has the council seen an increase in the number of complaints received in relation to mould in private housing? If so, how does the council handle these complaints?</p>		Simon Walters		<p>The council continues to receive complaints about damp and mould as well as other housing related issues within the private sector. As a consequence of the recent sad event nationally reported, we have revised how mould and damp complaints are assessed when received, based on additional factors which include age of occupants (all persons aged 14 years or under), any known respiratory health condition, seasonal variation (ie is it a damp winter as opposed to a dry summer when we get the complaint), EPC of property (D or below), review photographic evidence and compliance history of the landlord. These all then factor into the initial categorisation of the complaint which dictates the response time. Therefore as a general guide if the property has children living there, and /or there are health conditions in the property that is also cold/not well heated then it will receive a quicker response from the team. We have to continue to balance the limited staff resource against the full range of hazards reported to us by tenants and respond to the most urgent first.</p>
8		<p>In relation to measure PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions), the supporting commentary states - This measure has been performing at RED for a number of quarters and this is unlikely to improve in the next quarter as a Technical Officer has resigned and we will be running the service with a decrease in staffing resources. Members</p>		Simon Walters		<p>The reasons for running red against the PI for DFG's was;</p> <ol style="list-style-type: none"> 1) Material shortage for many items causing delayed delivery and availability causing delays in jobs being completed. In addition Contractors have continued to experience staff shortages due to Covid cases. 2) The contractors from the approved list were not responding in the required timeframe if at all to our requests for expression of interest of jobs and then secondly when accepted there was extended timeframes on starting the work. The issue with the contractors has affected all authorities across the County. Steps have been taken to insert a penalty action for contractors who breach the timescales in the new County level agreement that starts April 2023. In addition Contractors were feeding back that they were not getting as much work from the DFG scheme as they expected and as a consequence were having to take on private work that delayed their ability to commence DFG work. Again the New County level agreement hopes to deal

		asked if the vacant post is / will be recruited to?				<p>with this by restricting the number of contractors on the list to 25 for each type of work.</p> <p>We have had long term absence from one our most experienced and technically knowledgeable Technical Officers. Obviously this added pressure to our staff resource and caused delays in completion times. This officer has returned to work now. A further technical officer has since resigned from the council to take a post elsewhere. In line with many vacancies across the council, in light of the significant budget challenges the council faces, we are currently evaluating options.</p>
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