

<b>SUBJECT:</b>	<b>ESTATE INSPECTIONS FEEDBACK PROCESS</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>MARIANNE UPTON – TENANCY SERVICES MANAGER</b>

## **1. Purpose of Report**

- 1.1 To provide information to Housing Scrutiny Sub Committee about how feedback is provided about issues raised during annual Estate Inspections.

## **2. Background**

- 2.1 Each year a programme of Estate Inspections is carried out by Officers from Tenancy Services, Members and representatives from Lincoln Tenant's Panel (LTP). In 2023 there was also the addition of officers from the Investment Team and Housing Repairs Service.
- 2.2 The purpose of these inspections is to assess the overall condition of the areas and record any specific issues that need action.
- 2.3 The Housing Officers compile a report for each estate that details issues raised and potential projects for improvements.
- 2.4 Questions have been raised through Housing Scrutiny Sub Committee and Lincoln Tenants Panel about the process for providing feedback to Members and tenants about progress made for identified work.

## **3. The Current Position**

- 3.1 There are a number of teams involved in the inspections, each recording items relating to their areas to be actioned, without a central record.
- 3.2 Much of the information is recorded on spreadsheets because the current IT system is not set up in a way that can specifically record that the issue was raised during an inspection, except in the form of notes which makes running reports difficult.
- 3.3 There is no set process for regularly updating stakeholders about the outcomes from the inspections other than the initial report that Housing Officers provide.
- 3.4 Due to the number of issues that have been logged in previous inspections and the difficulty running system reports it would be a very time consuming manual exercise for Officers to check that each issue was logged and whether the job has been completed or is in progress.

## **4. Proposals**

- 4.1 We have the opportunity with the implementation of the new IT system to ensure the process for estate inspections is fully recorded and that any actions can be easily identified and reported on. This will remove the need for spreadsheets and manual checking of data.
- 4.2 There could be greater involvement in the monitoring process for members of LTP, who are also keen to see feedback and progress as a result of inspections. Subject to consulting with LTP, this could take the form of a sub-group that focusses on checking outcomes.
- 4.3 A commitment is made to provide feedback to all Members on any issues raised at the estate inspection for their area within 8 weeks of the inspection being completed. This 8 week period of time allows sufficient time for jobs to have been logged and either progressed or been completed.
- 4.4 Where improvements have been identified, there will be clear information provided on whether these are to be progressed individually, or whether they will form part of Estate Regeneration programmes linked to the HRA Business Plan.
- 4.5 A commitment will also be made to report to Housing Scrutiny Sub Committee on the number of estate inspection completed, the works and improvements raised, the progress on completing or programming the issues raised and confirmation that Members have been provided with the information relevant to their area.

## **5. Strategic Priorities**

### **5.1 Let's reduce all kinds of inequality**

There should not be any difference in the level of service received by tenants and residents based on where they live. By having a clear, robust and well monitored process for Estate Inspections we can ensure a consistent approach with transparency about outcomes.

### **5.2 Let's deliver quality housing**

Although many of the issues found are to communal spaces and the environments around our housing, they do also mean that repairs or management issues at individual properties are identified. Tenants have the opportunity to talk to Officers about any concerns with their homes when they are on site. Any new reports of repairs made by tenants will be treated as the initial notification and the appropriate action taken.

### **5.3 Let's enhance our remarkable place**

The inspections identify various issues from repairs to improvement schemes to management issues such as untidy gardens. Resolving as many of these as possible clearly enhances the areas and contributes to the overall feeling of living in well managed and cared for communities.

## **6. Organisational Impacts**

### **6.1 Finance (including whole life costs where applicable)**

There are no additional financial impacts of improving the established process to include feedback to stakeholders regularly. The improvements to the IT system are all within the current plans.

### **6.2 Legal Implications including Procurement Rules**

There are no legal implications for providing regular feedback and no new services are being procured to do this.

### **6.3 Equality, Diversity and Human Rights**

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

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

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

This is an existing process that enhances access to services. If a full review of the process is carried out, an Equality Impact Assessment would be carried out if there were any significant changes.

### **6.4 Human Resources**

### **6.5 Land, Property and Accommodation**

### **6.6 Significant Community Impact &/or Environmental Impact**

*Please see the Council's [Environmental Policy \(sharepoint.com\)](#) for further guidance*

### **6.7 Corporate Health and Safety implications**

## **7. Risk Implications**

### **7.1 (i) Options Explored**

### **7.2 (ii) Key Risks Associated with the Preferred Approach**

## **8. Recommendations**

### **8.1 That members of Housing Scrutiny Sub-Committee:**

- Note the contents of this report.

- Consider the proposal to feedback to Members on the outcome of the estate inspection completed in their areas directly and within 8 weeks.
- Approve the outcomes of the future estate inspections to be reported into HSSC annually and programmed into the future workplan.

**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?** None

**List of Background Papers:** None

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