

**SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 2 – 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 2 of 2024/25 (July - September).

## **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 second quarter is attached as '**Appendix A**' to this report.
- 3.3 The template for Appendix A includes performance 'direction of travel' information, to aid interpretation of how performance fluctuates between quarterly reporting periods. Benchmarking comparisons will be provided annually each fourth Quarter.

## **4. Overview of Quarter 2 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 second quarter of 2024/25 15 performance measures met or exceeded their agreed target; 4 were performing close to target; and 6 performed below target. The remaining measures are volumetric.

- 4.3 Of the 6 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 Measure 'HSSC3' relates to Anti-Social Behaviour and consists of 16 sub-measures. This is further explained in section 9 of this report.
- 4.5 Sections 5 to 12 of this report highlight the key conclusions drawn from '**Appendix A**'.

## **5. Housing Repairs Service**

- 5.1 All but one of the HRS targeted measures performed above target in quarter 2.

Performance for urgent repairs completed in time (3 days) has seen a slight reduction since Quarter 1. This is predominantly down to a change in reporting no access. These are logged on the system, and the original job reference is kept open and scheduled up to 3 times prior to cancelling an order. This provides a better audit trail of attempts and greater record keeping.

However, this can mean a few urgent repairs go out of target due as they have been rescheduled due to tenant availability. RHS guidelines stipulate that no access issues still need to be included within the measure outturn.

Of the 1,359 urgent repairs completed during the quarter, 37 were out of the 3 day target time. Of these 37, 17 were attended by an operative within the timeframe but the resident was not home to allow access.

The outturn for the measure would report as above target if the figures could discount the no access delays.

- 5.2 Performance for priority repairs completed in time remains high, the service area meets regularly to assess demand in the priority and urgent teams and will adjust resources when needed to ensure these areas have adequate cover. Of the 904 priority and out of hours repairs completed in the second quarter, only one was completed outside of target time.

## **6. Investment, and Building and Fire Safety Assurance**

- 6.1 There has been an increase in non-decent properties since quarter 1, predominately as a result of the roof of a block of flats being reported as requiring repair. This block contains x10 flats which are all now, unfortunately considered, by the process, as not decent.

Other failures have come following recent stock condition surveys. There are now a total of 50 failures due to;

- 21 Doors
- 3 Roof
- 3 Windows,
- 12 Electrics,

- 1 Kitchen and Bathroom.

These have been added to the decent homes works programme.

- 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. There continues to be staffing and contractor challenges which prevent the service achieving full compliance with asbestos management survey requirements. The service area is exploring options to address this within the next quarter.

## 7. Voids

- 7.1 As anticipated and reported at the end of quarter 1, the types of properties going through the voids process this quarter have impacted performance for measures 58, 61 and 69. The re-letting of some longer-term void properties has increased average re-let times, with both re-let measures now being between seven and eight days above target. This is notwithstanding the recent improvements to the voids process, which have continued.

- 7.2 As in quarter 1, a small proportion of void properties re-let during the second quarter were affected by issues outside of the council's direct control:

- Three flats in one communal block were re-let in quarter 2 as sensitive lettings, following a decision to hold these properties vacant whilst a tenancy matter was resolved. This decision, which was anticipated and referred to in paragraph 7.5 of the quarter 1 performance report, resulted in re-letting delays of 121, 78 and 222 days. This has had a consequential impact on performance.
- One property experienced a re-letting delay of 43 days, due to an asbestos issue.

- 7.3 If delays outside of the Council's control were removed prior to calculating the outturns for measures 58 and 61, the average re-let times in quarter 2 would have been:

- 41.21 days for voids not requiring major works (measure 58)
- 47.81 days for all void properties.

- 7.4 There was a 47.5% increase in the number of void properties requiring major works in quarter 2, rising from 40 in quarter 1 to 59 in quarter 2. Whilst this will have affected the overall average re-let time for all void properties in the quarter, a reduction in the average number of days taken to re-let void properties requiring major works will have gone some way to mitigate this.

- 7.5 In summary, there are several factors that can influence void re-let times. There can be individual circumstances, often influenced by external factors that lead to void times being longer for some properties. These are outside of the Council's control but internally, teams work closely together to re-let voids as quickly as possible.

## 8. Rents

- 8.1 The annual pattern of rent collection generally shows a lower rate until end of quarter 3 due to the rents being based on a 50 – 51 week payment schedule relating in a technical debt being carried throughout the year until the end of quarter 3. Regular rent payments are adjusted for the non-payment weeks during the Christmas period and resolve by the beginning of quarter 4.

Committee have been recently briefed on the new structures and ways of working, which is expected to have a positive impact on performance overall too.

- 8.2 In relation to garage performance, the following contextual information is provided to supplement the performance information in '**Appendix A**':

- Number of garages = **1,138**
- Number of garages that are let = **834**
- Number that are empty and ready to let = **27**
- Total rent collected (Q1&Q2) = **£233,471.10**
- Average % of rent collected, when compared with rent due (Q1&Q2) = **96.75%**
- Number of garages in repair = **205**

## 9. Anti-Social Behaviour (ASB)

- 9.1 The figures recorded during the quarter reflect an increase in the number of ASB cases that have been recorded in the City. During quarter 2, a great deal of work has been done as part of the pilot structure to improve the recording of cases and making improvements to the case management system so that we can record a wider range of issues.

- 9.2 The categories of ASB, nuisance and other tenancy breaches have been expanded meaning we can improve recording, managing and reporting on cases. For example, we have categories now for recording untidy gardens, misuse of communal areas, issues with parking & property conditions.

- 9.3 Some of the increase in numbers will also relate to the much more proactive approach the specialist ASB Team and Tenancy & Estates Team are taking to quickly responding to complainants.

- 9.4 In the last quarter, 4 warrants were secured to evict households due to anti-social behaviour.

1 tenant surrendered their tenancy before being evicted

1 was given a stay of execution of the warrant and this will be monitored closely

2 were evicted.

There are another 3 cases in the court process currently.

## 10. Allocations

- 10.1 Measure 85A relates to the percentage of housing allocation offers accepted first time. Performance for this quarter is consistent with that of quarter one. The Housing Solutions team are continually working hard on verifying the information

that has been provided and completing all necessary checks including input from the Tenancy team, which helps to ensure a suitable applicant is offered the property.

- 10.2 The number of Homefinder applications being received continues to be high. Moving forward we are reviewing the Allocations Policy and looking at trends of who are applying and ways to streamline the allocations process.

## **11. Strategy**

- 11.1 Between the first and second quarter the council's overall stock size reduced, with a net loss of one property. This was due to completion of one buy-back and two Right to Buy transactions in quarter 2. The Hermit Mews newbuild scheme was completed in October, and these 11 new homes will be reflected in quarter 3. In addition to Hermit Mews, there are currently 14 buy-back acquisitions undergoing conveyancing plus a further 2 awaiting approval. The Council is also currently exploring the off-plan acquisition of a series of newbuild family homes.
- 11.2 These acquisitions accord with the Housing Revenue Account (HRA) 30 Year Business Plan's objective to deliver a net gain to the Council's housing stock.

## **12. Complaints**

- 12.1 Measure 22 has seen improvement in resolution times since 2023/24, although there has been a decrease in performance levels compared to quarter one. 90% of complaints in the second quarter were responded to within target time. This is below the 95% target.
- 12.2 Recent introduction of the national Complaints Handling Code changes the definition of what constitutes a complaint, meaning complaint numbers will remain high. These changes are intended to help councils better understand what drives customer dissatisfaction, and both the Ombudsman and the Regulator of Social Housing view high complaints volumes as positive.

## **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 Housing Repair Service (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 Officer:**

Corporate Policy and Transformation Team