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| <b>SUBJECT:</b>       | <b>TARGET SETTING 2025/26</b>                                   |
| <b>DIRECTORATE:</b>   | <b>HOUSING AND INVESTMENT</b>                                   |
| <b>REPORT AUTHOR:</b> | <b>LARA WELLS, CORPORATE POLICY AND<br/>TRANSFORMATION TEAM</b> |

## 1. Purpose of Report

- 1.1 To present to the Housing Scrutiny Sub-Committee a range of proposed performance measures for the upcoming financial year 2025/26, intended to support the sub-committee to effectively scrutinise the Council's role as a social landlord; and
- 1.2 To seek the Housing Scrutiny Sub-Committee's approval of this range of performance indicators, attached as '**Appendix A**' to this report, for presentation to the sub-committee on a quarterly basis.

## 2. Summary

- 2.1 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 proposes a range of operational performance measures which, if reported to the sub-committee on a quarterly basis throughout 2025/26, aims to provide an effective means of enabling the sub-committee to scrutinise how the Council exercises its duties as a social landlord.
- 2.2 The proposed performance measures for 2025/26 are attached as '**Appendix A**' to this report. There are, in total, forty-one measures for the Sub-Committee's consideration; a slight increase on the thirty-seven measures reported in 2024/25. This increase is largely due to the introduction of new national reporting requirements, and recognition that some of these reporting requirements add value to the Council's scrutiny process by providing context to support existing performance measures.
- 2.3 Within '**Appendix A**' the new measures proposed for 2025/26 are highlighted blue. Three measures are proposed for deletion, and these are highlighted in red.
- 2.4 LTP have had the opportunity to comment on the report and support the performance targets proposed for 2025/26 and note the areas that are currently performing above and below target, and how these relate to the targets proposed for the coming year.

## 3. Proposed Changes to Performance Measures 2025/26

- 3.1 The range of proposed performance measures attached as '**Appendix A**' can be summarised as follows:

### *Carry Forward of Existing Measures*

3.2 All but two of the performance measures from 2024/25 have been carried forward, with most targets for those measure remaining the same. The only exceptions are:

- *Investment* – the target for measure HSSC4 (Percentage of properties at SAP rating C or above) has been changed from a volumetric to a targeted measure. The new proposed target would be set to 95.20%.
- *Building and Fire Safety Assurance* – the target for measure BS04 has been reduced to 65.00%. The service trailed the process this year, targeting properties that are a higher risk/problematic access which is reflected in the lower completion rate and have predominantly previously refused access for upgrade work i.e. heating install. This is a rolling programme of work as advised by our water hygiene specialists.
- *Customer Service* – it is proposed that the target for measure CS3 (Average time taken to answer a call to Customer Services) is to change to 500 seconds (PSC high target). Target amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. We will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.

### *Measures Proposed for Deletion*

3.3 As set out in Appendix A, there are two measures propose for deletion. These are:

- *ASB* – it is proposed for measures 89 and 90 to be removed with alternative reporting schedule/profile to be discussed and agreed.

### *New Measures*

3.4 A range of new targets are also proposed for 2025/26. All new measures are highlighted blue in '**Appendix A**', and are summarised as follows:

- *Housing Solutions* – one new volumetric measure proposed to inform the sub-committee of the number of households being placed in temporary accommodation
- *Building and Fire Safety Assurance* – three new measures proposed to provide useful context to the committee on how the Council meets its building safety duties regarding our fire door programme. Measures include 'Percentage of fire doors inspected against planned programme,' 'Percentage of required fire door repairs carried out following inspection' and 'Number of certified fire door sets installed.'

- *Building and Fire Safety Assurance* – two new measures proposed in relation to Radon in our domestic properties. The measures recommended are ‘Number of domestic properties monitored for Radon’ and ‘Number of domestic properties with Radon level over action level of 200Bq m-3’.
- *Strategy* – two additional Right to Buy volumetric measures are proposed to provide better visibility of the teams work in processing applications. One measure will show how many Right to Buy applications have been submitted and another measure for the number either denied or suspended. With the addition of these two measures alongside the existing Right to Buy measure, it will show a clearer picture of the volume of applications coming in and also how many are fully completed (sold), denied or suspended.
- *Control Centre (Lincare)* – two new volumetric measure have been introduced to monitor the volume of calls being received by the Control Centre. The first measure is ‘Number of alarm calls received. The data for this measure makes up a part of the calculation for measure CC2 ‘% of alarm calls answered in 60 seconds’ in Performance Scrutiny Committee performance reporting. The second is to show the amount of non-alarm related calls that go through to the Control Centre. This measure will display the number of calls by type e.g. ‘Out of Hours Repairs,’ ‘Dog Related,’ ‘Out of Hours Homeless.’

3.5 Collectively, the proposed set of measures in ‘**Appendix A**’ aims to support the Housing Scrutiny Sub-Committee in having a good view of performance across all aspects of the landlord function, maximising the effectiveness of the scrutiny process and providing useful context on the key issues that affect the Council as a stock holding authority.

## 4. Strategic Priorities

4.1 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.

## 5. Organisational Impacts

### 5.1 Finance

There are no direct financial implications arising from this report.

### 5.2 Legal Implications Including Procurement Rules

There are no legal implications arising from this report.

### 5.3 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 service delivery.

## 6. Risk Implications

### 6.1 (i) Options Explored

Not applicable to this report.

### 6.2 (ii) Key Risks Associated with the Preferred Approach

Not applicable for this report.

## 7. Recommendation

- 7.1 That the Housing Scrutiny Sub-Committee considers the range of performance measures proposed in '**Appendix A**,' and confirms which measures they approve for inclusion in quarterly performance reporting for the coming year 2025/26.

**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

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