



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 27 AUGUST 2024

TIME: 5:30 pm

PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Members of the Committee

Councillor O'Neill (Chair)

Councillor Zaman (Vice-Chair)

Councillors Bajaj, Gopal, Gregg, Halford, Modhwadia and Waddington

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Georgia Humby (Senior Governance Officer) and Kirsty Wootton (Governance Officer)

E-mail: committees@leicester.gov.uk

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Further information

If you have any queries about any of the above or the business to be discussed, please contact:

Georgia.Humby@leicester.gov.uk and Kirsty.Wootton@leicester.gov.uk.

Alternatively, email committees@leicester.gov.uk, or call in at City Hall.

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PUBLIC SESSION

AGENDA

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1. WELCOME AND APOLOGIES FOR ABSENCE

To issue a welcome to those present, and to confirm if there are any apologies for absence.

2. DECLARATION OF INTERESTS

Members will be asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF PREVIOUS MEETING

Appendix A

The minutes of the meeting of the Housing Scrutiny Commission held on 11 July 2024 have been circulated, and Members will be asked to confirm them as a correct record.

4. CHAIRS ANNOUNCEMENTS

The Chair is invited to make any announcements as they see fit.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

6. PETITIONS

Any petitions received in accordance with Council procedures will be reported.

7. REPAIRS & MAINTENANCE SERVICE PERFORMANCE UPDATE

Appendix B

The Director of Housing submits a report to the Commission to provide an update on the performance of the Housing Divisions Repairs and Maintenance service.

8. HOMELESSNESS SERVICES UPDATE [Appendix C](#)

The Director of Housing submits a report to update the Commission on homelessness in the City and progress in relation to the Homelessness and Rough Sleeping Strategy which was last shared with the Commission September 2023.

9. DISABLED FACILITIES GRANT & ADAPTATIONS UPDATE [Appendix D](#)

The Director of Housing submits a report to update the Commission on the processes followed for the delivery of adaptations by tenure, council owned and all other and the two funding routes that apply.

10. WHO GETS SOCIAL HOUSING? [Appendix E](#)

The Director of Housing submits a report to the Commission to update Members on the 'headline' Housing Register and Lettings data from the financial period 2023/2024.

11. WORK PROGRAMME [Appendix F](#)

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

12. ANY OTHER URGENT BUSINESS



Leicester
City Council

Item 3

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: THURSDAY, 11 JULY 2024 at 5:30 pm

P R E S E N T:

Councillor O'Neill – Chair
Councillor Zaman (Vice Chair)

Councillor Bajaj
Councillor Gregg

Councillor Gopal
Councillor Waddington

In Attendance

Deputy City Mayor, Councillor Cutkelvin – Housing and Neighbourhoods

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69. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed new and returning members to the Commission and noted that apologies for absence had been received from Cllr Halford and Cllr Modhwadia.

70. DECLARATION OF INTERESTS

The Chair asked Members of the Commission to declare any interests. Cllr Gregg declared that his company look after young people, some of whom have applied council housing as care leavers.

71. MINUTES OF PREVIOUS MEETING

The Chair highlighted that the minutes for the meeting on 12 March 2024 were included within the papers and asked members for comments.

AGREED:

- It was agreed that the minutes of the meeting held on 12 March 2024 were a true and accurate record.

72. MEMBERSHIP OF THE COMMISSION 2024-25

The membership for the Housing Scrutiny Commission for 2024-2025 was noted.

73. DATES OF THE COMMISSION 2024-25

The dates of the meetings for the Housing Scrutiny Commission for 2024-2025 were noted.

74. SCRUTINY TERMS OF REFERENCE

The Commission noted the scrutiny terms of reference.

75. CHAIRS ANNOUNCEMENTS

The Chair highlighted that in discussion with the Chair of the Public Health and Health integration Scrutiny Commission it is intended that an informal scrutiny inquiry day will be arranged to explore homelessness and the impact on health. Members across both Commissions will be invited to participate in the task group and further details of the scope and arrangements will be circulated in due course.

In response to Members comments, the Chair confirmed that the terms of reference for the task group will be shared for comment and can include mechanisms for regular check-ups for homeless individuals who may not have access to medical treatment.

The Chair reminded Members to consider their role and responsibilities as councillors and the role of scrutiny to serve residents in its capacity as a social landlord. The Deputy City Mayor for Housing and Neighbourhoods confirmed Leicester City Council as the largest landlord in the city and with the biggest housing stock of any Local Authority.

76. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none had been received.

77. PETITIONS

It was noted that none had been received.

78. HOUSING OVERVIEW

The Director of Housing presented an overview for the Commission, and it was noted that:

- Leicester City Council is the largest landlord with around 19.5k properties of the 145k homes in the city and is within the top twenty authorities in the country with the most housing stock.
- Council homes generate over £90m through rent and service charges with an excellent rate of income collection. The Housing Revenue Account budget is ringfenced to provide services to tenants and enable investment in housing stock and estates through the capital programme and such things as the public realm & environmental budget. Services include tenancy management, support and advice services, repairs, voids etc. The housing division also provide additional services including homelessness, rough sleeping, private rented sector support and advice as well as an empty homes team but these are not funded through the HRA.
- The ratio of council properties has significantly reduced over recent decades

due to the Right to Buy scheme and demand for affordable housing is at a record high with over 6k people and families on the housing register. The Authority is however proud to be delivering additional housing to meet need in the city, providing 1,100 new affordable homes in the last term and on track to deliver the commitment of 1,500 affordable homes throughout 2023-2027.

- The housing division receives around 5k approaches each year from individuals and families facing homelessness and has a 60% success rate with its aim to prevent people becoming homeless by continuing to remain in their accommodation. If this is not possible, temporary accommodation is provided by the Authority and the service develop a plan to find suitable permanent accommodation.
- In 2022 the Authority declared a housing crisis due to the lack of suitable affordable housing to meet demand in the city & with over 500 families and 100 individuals currently now living in temporary accommodation. Full Council recently approved £45m to deliver 225 new temporary accommodation units and 125 leased units in addition to the acquisition and new build programme to alleviate pressures of people staying in temporary accommodation for long periods.
- Leicester has established strong positive partnership working with other public sector organisations and the VCSE sector to work collaboratively to provide support and services in the city, including a strong rough sleeper outreach offer as well as homelessness and drug and alcohol services.
- Around 45k-50k of the 145k homes in the city are privately rented and the Authority has built relationships to ensure the market is driven to provide good quality and affordable homes through the development of the Private Rented Sector Strategy. The Local Housing Allowance has been adjusted nationally and should provide more opportunity for people on low incomes or benefits to acquire properties up to the thirtieth percentile of market rent in the PRS.

In response to questions and comments from Members, it was noted that:

- The service aims to identify suitable properties for individuals and families to provide temporary accommodation in the locality they need for education and employment etc. The stark and sudden increase in people requiring temporary accommodation due to economic conditions and S21 notices can sometimes make it difficult to achieve but additional properties are being acquired to increase availability of stock.
- On average people remain in temporary accommodation for around four months although this can vary significantly depending on the permanent accommodation being sought and is worsening due to increasing demand. It was further highlighted by the Deputy City Mayor for Housing and Neighbourhoods that temporary accommodation is a rising trend with families in some parts of the country living in temporary accommodation for years.
- Internal resource is utilised where possible to enable voids to be brought back into use although external contractors are sometimes used. There are over 400 craft staff internally although there have been challenges with recruitment as seen consistently across the wider construction sector - although the 50 vacancies last year have now reduced to 12 vacancies.
- Declaring a housing crisis has made the need for affordable housing a corporate priority with internal processes and boards established to enable cross divisional working to review possible opportunities for increasing affordable housing stock. The viability must be considered alongside the legal parameters of what is possible as there are restrictions on how the Authority can use Right to Buy receipts.

- It is too early to determine the impact of the new government's commitment to deliver 1.5m homes as to whether they will be affordable or social, but changes have been made with the creation of the Ministry of Housing, Communities and Local Government. Leicester City Council have joined with the other top 20 largest local authorities in the county in writing to the Secretary of State and launching an interim report on demands to protect the Housing Revenue Account and influence development of homes.
- The housing register has not decreased despite investing to increase housing stock with over £150m during the last term and £200m committed for 2023-2027 as demand for affordable homes continues to grow. The people waiting in temporary accommodation are included in the numbers waiting on the housing register, and those who present as at risk of homelessness generally make an application too.
- The additional £45m approved by Full Council is being utilised to acquire properties to meet demand. The service continues to identify and assess viability to purchase properties, including recently a large building of 134 units that will serve as homes for 126 individuals and remainder for families as well as a flow of two and three bedroom property acquisition each month.
- The waiting times on the housing register varies dependent on banding and size of property. Information is regularly updated on who gets social housing and waiting lists and it was agreed that the latest information would be circulated to Members.
- Repairs to broken lifts serving council properties are generally fixed within two working days but may occasionally take longer is waiting for parts etc. The service has a vulnerable tenants list to identify if there are risks in properties and Members were encouraged to ensure tenants are known to the service and that issues with lifts not operating are reported.
- The housing allocations policy states the conditions of who is eligible to apply to the housing register. It was agreed that information would be shared with the commission on data of applications who are not eligible.
- The introduction of the selective licensing scheme has not reduced the levels of privately rented homes in the city.

It was agreed that further information could be shared and discussed with the Commission on progress of lobbying central government and the allocation of the £45m to acquire additional temporary accommodation units.

AGREED:

- The Commission noted the report.
- Additional information requested to be circulated to the Commission.
- Items be added to the draft work programme.

79. HOUSING REGULATOR

The Director of Housing presented the item, and it was noted that:

- A new social housing regulator was introduced in April 2024 following tragedies such as Grenfell and the death of Awaab Ishak, to inspect all providers over a four-year period to assess against new standards. The Local Authority will therefore be subject to review and assessment of all activities delivered by the Housing Revenue Account with full details of the social housing regulator included in the report.
- Social landlords will be graded following inspection and can range from C1 as

the best to C4 the worse. C1 and C2 being the social landlord is compliant, C3 requires improvement and C4 if the social landlord is in serious detriment. The regulator has new powers and if a social landlord is found to be in serious detriment can undertake direct inspections, issue enforcement notices and unlimited penalties.

- The Local Authority has and continues to work to prepare for the introduction of the social housing regulator and pending inspection. It has been challenging to undertake a self-assessment as the standards were issued in February 2024 and the regulator introduced shortly after in April 2024.
- The housing division has many strengths but has identified areas for improvement. The regulator has made it clear to social landlords that they may not be expected to be fully compliant but require improvement plans for identified areas of improvement and processes are in place to provide assurance the division can meet the standards to the Deputy City Mayor for Housing and Neighbourhoods and can be reported to the Commission if requested.

The Deputy City Mayor for Housing and Neighbourhoods further highlighted that it had taken time for the detail of some out of standards to be issued which was important to benchmark against and commence development of an action plan of learning and priorities.

In response to questions and comments from Members, it was noted that:

- The Local Authority is committed to ensure properties meet the decent homes standard and is 99.5% compliant by continuing to invest in housing stock to provide quality affordable homes for future generations. The service has robust safety and standards arrangements in place with a good intelligence that stock is of a good standard overall compared with others. However, the service is not complacent in its awareness that an aging stock can result in issues and some properties are sometimes returned in poor condition.
- A robust process in place to address damp and mould in council homes and work is also undertaken as part of the private rented sector strategy to support tenants in the private sector. Generally, there has not been widespread issues with damp and mould in the housing stock, although there are a small number of properties due to their design that have had problems. A specialist team has been created to manage cases including undertaking technical inspections and required work. Members were encouraged to ensure any cases of damp and mould be referred to the service.
- Criteria is set to determine decent homes standards, including age of the building and whether it is of reasonable condition subject to time installed of bathroom, kitchens etc. The division hold data of the housing stock and use for programming capital investment.
- The installation of metres for property on district heating has generally generated significant savings for tenants. There have been some cases reported where bills are higher and a process has been put in place to inspect infrastructure and provide advice for using heating thermostats as most case relate to these types of issues. Members were encouraged to share cases with the service if tenants are experiencing higher bills.
- The regulator will be inspecting all social housing landlords, including registered providers. Members were asked to share details if regular concerns are raised about external housing providers.
- High rise building owned by the Local Authority were inspected and none were found to have cladding to require remediation. Works have been completed at

high rise buildings in the city, including the demolition of Goscote House and installation of sprinkler systems at towers in St Peters and St Leonards Court. Three high rise buildings were categorised as 'high risk buildings' and therefore required a building safety case to be submitted to the building safety inspector which is being reviewed but the service is assured on inspections by the Leicestershire Fire & Rescue Service that council owned high rise buildings are safe.

Councillor Waddington raised concerns about communication and proposed that housing enquiries from tenants, councillors and members of the public be responded to in ten working days which was seconded by Councillor Bajaj. The Chair allowed for discussion in which Members were informed of tenant engagement sessions being developed that will also facilitate Member involvement to identify different practices for communication moving forward. The Deputy City Mayor for Housing and Neighbourhoods also highlighted varying processes for enquiries to be received by the housing division and indicated that a piece of work be undertaken to determine the viability. Councillors Waddington and Bajaj continued to move the proposal and following a vote the recommendation was carried.

AGREED:

- The Commission noted the report.
- Members to be invited to participate in tenant involvement discussions.
- The Commission recommended that housing enquiries from tenants, councillors and members of the public be responded to in ten working days.

80. RENT ARREARS ANNUAL REPORT

The Head of Service presented the report, and it was noted that:

- The Local Authority collect around £90m from tenants in rent and service charges each year for its housing stock. As of 31 March 2024, there was around £1.97m rent arrears – 14% higher than the previous year. This is likely to have been attributed to the cost-of-living crisis but when compared to other Authorities with similar housing stock, rent arrears in Leicester was lower.
- Tenants are supported by the income management team who have been successful in collecting rent and preventing areas fully utilising discretionary housing benefits and the household support fund. Further support has been provided to tenants who may be experiencing financial difficulties with grants for fuel, water and white goods.
- The cyber incident in March was an additional challenge that significantly impacted access to IT systems and impacted rent arrears.
- The total value of the top 500 cases was 18% higher than the previous year and there had been an upward trend in people not engaging or vulnerable people needing support.
- The migration to Universal Credit is expected to impact around a further six thousand tenants and is a possible challenge forecast for this year. The team continue to successfully work with vulnerable tenants with the highest arrears and will ensure tenants are in receipt of eligible benefits in a timely way as part of the migration to Universal Credit.
- The Local Authority has trusted partner status with the Department for Work and Pensions to secure alternative payments for vulnerable tenants and if identified to be struggling to seek support of the DWP quicker.
- Seven evictions were carried out during 2023/24 for non-payment of rent which

- is much lower than the national rate.
- Challenges remain for 2024/25 but the team will continue to support tenants and allocate discretionary payments where available and Members were encouraged to share concerns with officers to investigate and identify possible support.

Members of the Commission thanked officers for their positive work and in response to questions and comments, it was noted that:

- Rent management advisors work with tenants who may be struggling to pay their rent to identify eligible benefits and support applications. Advisors can also make referrals if seeking work to the Jobcentre to help find employment.
- Evictions are rare and a robust process is in place to ensure all support has been provided to tenants from all relevant services, including children and adult social care. Final agreement for eviction is required from the Deputy City Mayor for Housing and Neighbourhoods. No families have been evicted from council properties and Members were encouraged to always share details with officers if they know of cases where families have been evicted.
- Rent increases have not yet been considered for the coming year but there are a number of budget pressures on the service that will need to be considered when they are proposed. Assurance was provided that the Commission will be updated as part of budget discussions at the January 2025 meeting.

AGREED:

- The Commission noted the report.

81. HOUSE BUILD & ACQUISITIONS UPDATE

The Head of Service presented the report, and it was noted that:

- The Local Authority has a commitment to deliver 1,500 new social homes through a mix of acquisitions and developing new builds over the four-year term – both are progressing. The Saffron Velodrome development is now on site; Lanesborough Road development is awaiting badger survey results; the Forest Lodge Education Centre site has been demolished and a planning application submitted with the intention of being on site in 2025; the Southfields Newry site has been demolished and tender expected to enable to be on site in the New Year; and the Stocking Farm development has had the shops and garages demolished to prepare for new housing development and conversion of the farmhouse for adult social care.
- A limited amount of Right to Buy receipts has limited the delivery of new affordable housing but the service continues to look at funding mechanisms including Homes England funding to source additional funding and deliver more homes.
- Acquisitions generally correlate with the purchase of former council properties as they align with existing infrastructure and are suitable to meet the affordable needs of tenants. Other properties are considered for purchase through acquisition dependent upon demand on the housing register.
- A robust process is in place to enable the Local Authority to consider building and land not in its ownership for potential viability; examples included land behind Welford Road; land development at the former Sainsburys site; the leys site and the purchase of Hospital Close with contractors now on site and anticipated to complete refurbishments in the New Year.

- The Local Authority also support and encourage other affordable homes in the city including extra care provisions. Larger developments, such as Ashton Green, have a requirement for a percentage of new builds to be affordable and accessible and the service work to support registered providers to ensure developments in the city are suitable to current demand.
- The New Local Plan is currently progressing which includes provisions sites for possible development of affordable housing although it should be remembered that this is likely to be for future allocation and not immediate.
- Increasing costs continue to be a challenge and developments therefore require affordability and viability to be properly assessed to ensure the Housing Revenue Account balances.

In response to questions and comments from Members, it was noted that:

- Various developments are commencing on site and expect to have delivery of new homes over the coming year.
- There is a strategic commitment to provide 1,500 new homes over four years. There are risks associated to development and acquisitions, including procurement, stability of the construction industry etc. but addressing the housing crisis is a strategic priority in the city enabling review and assessment of land to determine viability for all possible development or acquisition opportunities.
- New build and acquisition provision is determined on demand of the housing register and financial viability. When developing itself, the Local Authority is able to address gaps that private providers do not, for example delivering adapted properties and ensuring properties meet national space and environmental standards.

The Commission commended the work of the division and requested a site visit be arranged to see some of the housing developments and acquisitions discussed.

AGREED:

- The Commission noted the report.
- The Commission to conduct a site visit to see the development of new council homes.

82. ENVIRONMENTAL BUDGET & PUBLIC REALM WORK 2024/25

The District Manager presented the report, and it was noted that:

- The environment budget has historically been set at £750k but due to pressures on the Housing Revenue Account it was reduced in 2023/24 to £200k and will remain at the reduced level for 2024/25. The budget is equally divided across the three districts and consultation with ward councillors is undertaken to identify improvements and projects.
- Schemes delivered in 2023/24 were contained within the report, including installation of metal gates at Flora Street and additional maintenance of greenery and fences. Limited resources in the green team meant there was an underspend on green projects, but the budget was utilised on the Burns Flats in Western Ward.
- Consultation had concluded with ward councillors to review existing projects and new priorities for 2024/25. Identified proposals across districts were contained within the report and include low level ground maintenance and

weed spraying across, external PIR lighting and security around bungalows and a community growing project.

- A prioritisation process was undertaken to identify proposals to be taken forward as a result of the reduced budget. The prioritisation table was included within the report and proposals scoring three or above were identified for 2024/25.
- The east and west districts have allocated projects to meet their budget and the underspend in the south will be utilised to deliver other priorities.
- Community engagement is important and district managers continue to engage with residents to ensure work is being delivered and undertake patch walks to identify issues and new priorities.

Members were supportive of seeking ward councillor suggestions and feedback for determining the allocations of the environmental budget and the Chair reminded Members that they should contact officers of any issues identified in their wards.

In response to questions and comments from Members, it was noted that the community growing project in Saffron ward will be a pilot but there may be potential with public health to broaden the scheme across the city and in different communal areas.

AGREED:

- The Commission noted the report.

83. WORK PROGRAMME

The Chair highlighted that the work programme will be developed, and Members were invited to make suggestions for consideration.

84. ANY OTHER URGENT BUSINESS

There being no further business, the meeting closed at 20.09.

Report to Housing Scrutiny Commission

Repairs and Maintenance Service Performance Update Report 2023-24

Lead Member: Councillor Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Samuel Taylor, Heads of Service
- Author contact details: 0116 4540674
- Report version number: - V1

1. Purpose of the report

The purpose of this report is to provide the Housing Scrutiny Commission with an update on the performance of the Housing Division's Repairs and Maintenance (R&M) service and will include the key performance indicators for 2023-24. This report will also provide an update on key issues and actions that are being implemented in 2024-25 to drive improved performance into the future.

2. Background to the report

The Repairs & Maintenance function provides the following services to 19,641 Council owned homes and 1,796 Leasehold properties across the city:

- Day to day responsive repairs to council homes
- Emergency repairs reported outside normal working hours
- Day to day responsive repairs and annual gas safety inspections for all gas appliances
- Renovation of Void properties to prepare them for re-letting

Our tenants access these services primarily through the Housing Online (HOL) portal and where our tenants are unable to access this service, they can contact the Customer Service Centre (CSC).

During 2023-24 we have seen a steady increase in the number of tenants registering on the HOL platform, which stood at 9,232 at the end of 2022-23 and currently sits at nearly 12,000 accounts for tenants. This increase in repairs reporting via HOL contributes towards a reduction in total calls through to the CSC.

3. Day to day responsive repairs

3.1 There are four main key performance indicators (KPI's) that measure the quality of service within this function.

Indicator	Direction of travel	2021-22	2022-23	2023-24
Percentage of repairs completed at first visit (excludes external works)	Higher is better. Target is 85%.	78%	76.2%	75.1%
% of all outstanding repairs which are out of category (excludes Gas and Voids)	Lower is better.	26%*	19%*	40%*
Percentage of repairs completed within target time	Higher is better. Target is 90%	87%	85.7%	85.1%

Percentage of repairs reported where a complaint has been received	Lower is better. Target is <0.5%	0.10%	0.08%	0.08%
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*Snapshot at year-end

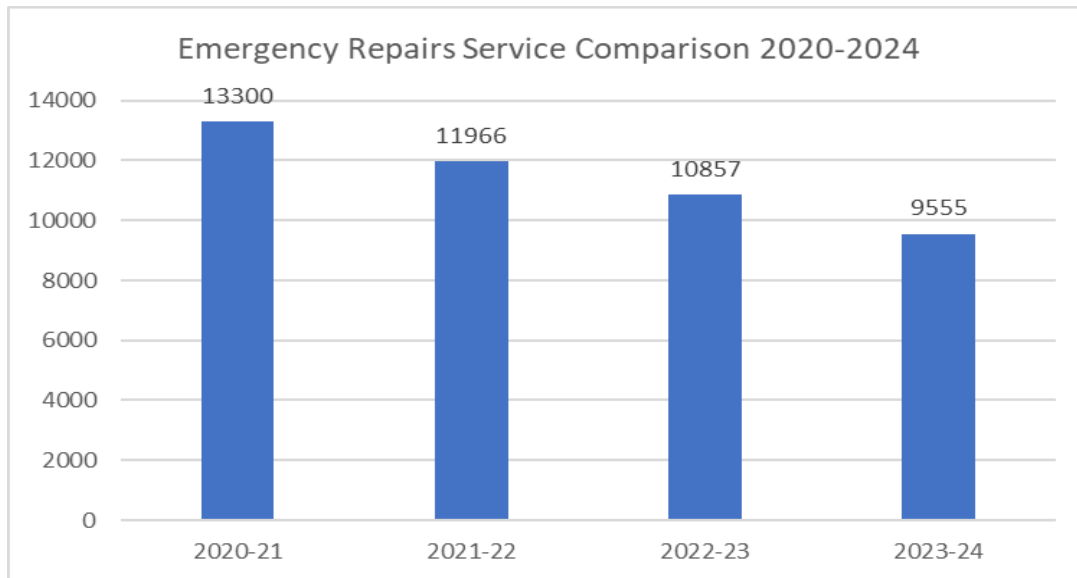
As can be seen from the table above, whilst our performance levels in three of the four KPI's have remained fairly stable over recent years, our main challenge this year has been the focus on reducing the amount of outstanding out of category repairs. The pandemic feels a long time ago now but in reality, the figures are still showing that we have never fully recovered from the impact of running an emergency repairs only service. We have also seen a spike in outstanding repairs since the cyber incident where we also predominantly ran an emergency repairs only service. In addition to this, we continue to have the challenge of recruiting into our craft posts, which has resulted in an increase to our apprenticeship programme. We have also seen a huge increase in demand relating to damp and mould.

We made the decision in 2023 to centralise our Repairs Planning Team and whilst this has delivered a much better response for complex repairs, we are still finding it difficult to significantly decrease the total outstanding repairs. These repairs generally comprise of external repairs, such as guttering, fencing and groundworks. We mentioned previously that we have initiated a project to drilldown on the specific reasons for the higher demand and to formulate a plan for reducing the outstanding repairs. This project is now in full swing and has already stemmed the steady increase which will now hopefully start to go in the other direction. We are exploring all options available to us to help reduce the pressure.

With the introduction of the Social Housing Regulator, we are seeing a growing need to ensure compliance with the main safety aspects, such as, gas, electrical, damp/mould, asbestos, fire safety and water safety. Whilst these have always been integral to our workforce planning, it is a balancing act for us to ensure that we deliver on these aspects whilst also tackling the other demands.

3.2 Emergency Repairs Service (ERS)

The ERS continues to see improved performance year on year as we reduce both the number of non-genuine emergency repairs responded to outside of normal working hours and the costs associated with running the service.



3.3 Improvement actions implemented within this service area:

We continue to scrutinise this service due to the additional costs associated with out of hours repairs but also appreciate the importance of being able to quickly respond to safety critical repairs. We continue to monitor the performance to ensure this is a cost-effective service.

4. Gas Servicing and repairs team

4.1 There are four main KPI's that measure the quality of service within this function.

Indicator	Direction of travel	2021-22	2022-23	2023-24
Annual Service Visit compliance percentage	Higher is better.	99.94%	99.78%	99.84%
Percentage of gas repairs completed at first visit	Higher is better.	70%	71%	64%
Percentage of all outstanding gas repairs which are out of category	Lower is better.	62%*	60%*	75%*
Percentage of repairs completed within target time	Higher is better.	91%	85%	93%

*Snapshot at year-end

Like the day-to-day repairs service, whilst performance in three of the four KPI's remains stable, our focus is on reducing outstanding workloads and particularly those that are out of category.

Supporting the heat metering project remains a massive factor in the overall performance of the Gas team, this has been extremely resource heavy due to making adaptations to enable installation of the heat meter, upgrading radiators and valves to ensure the system is working efficiently and responding to concerns around high usage. It is anticipated that this demand will naturally reduce over the coming months and we can focus on reducing the outstanding repairs before the busy winter period.

4.2 Improvement actions underway within this service area

The gas team have recently lost some internally promoted staff, something that is a real positive in the ethos of 'grow your own talent', but with the inevitable operational impacts this has, there is a focus on recruiting to fill these vacancies.

5. Voids team

5.1 There are three main KPI's that measure the quality of service within the Voids function.

Indicator	Direction of travel	2021-22	2022-23	2023-24
Void properties as a percentage of total stock (at year-end)	Lower is better	2.54%	2.45%	1.67%
Void rent loss as a percentage of the total rent roll	Lower is better	2.29%	2.33%	2.31%
Average time to complete void repairs (R&M function)	Lower is better	64 days	63 days	63 days

We continue to see signs of sustained improvement within the Voids function.

It has been a really pleasing year for voids where improved performance has impacted positively the number of voids held at any one time, as a percentage of our total stock. This should now have the knock-on effect of demonstrating a tangible decrease in the rent loss figures.

5.2 Improvement actions within this service area

We have continued to work through the Voids Improvement Plan and have now officially stood down this project to focus on the outstanding works project. We currently have around 100 less void properties at any given time in comparison to the start of the project. Our 'tenant in void' initiative is now seen as business as usual and is providing a streamlined pathway for incoming tenants who want/need to move into their property sooner.

We will continue to monitor the voids performance to ensure no slippage but remain really pleased with the great progress that has been made.

6. Wider improvements within the R&M function

6.1 Damp and Mould

Through collaboration with colleagues in Technical Services, we have created our first Damp and Mould Policy, putting measures in place to allow us to respond quickly to reports of damp and mould and work with residents to provide them with lasting remedies. In addition to this, we will be providing training to all Repairs staff in identifying damp and mould, and promoting pro-active reporting to ensure we are supporting residents. We are also targeting other repairs which may contribute to damp and mould, such as guttering, rendering and roofing to prevent it altogether.

6.2 Recruitment of craft staff

We have an ongoing recruitment board within in our management team who work closely with colleagues in HR to attract talent from across the city and beyond, but this doesn't appear to be enough to fill our vacancies, in what is a very competitive market. Historically, the best route into our craft workforce is through the apprenticeship programme, so it is very pleasing to see this increasing from 30 to 40 and we look forward to welcoming some carpenters into the team in the coming months. We will also be working with colleagues in the Apprenticeship Team to see how we can grow the Women in Construction programme to reach out to even more aspiring women and support them into becoming qualified tradespeople.

6.3 Stores

Following the unsuccessful procurement of the inventory management system (IMS), we have reviewed the specification, and this has now gone back out to tender. We are also close to tendering for the materials framework. Work will now begin on re-designing the stores operating model to reflect the anticipated efficiencies derived from the IMS and regular deliveries of core stock items.

Discussions are ongoing with colleagues in Fleet around supporting them with an in-house stores service to assist with a more efficient operating model.

6.4 Outstanding works project

As stated above, a new project has been initiated to help reduce the number of outstanding jobs across the repairs service. The project has already brought around some changes with housekeeping, focussed van stock to improve first hit completion, more versatile use of multi-skilled operatives to meet demands and localised projects targeting things like gutters, downpipes, and roofing repairs. We anticipate sharing an improved position when we next report on performance.

Homelessness Services Update

Housing Scrutiny Commission: 27/08/2024

Assistant Mayor for Housing: Cllr Elly Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Julie Turner, Continuous Improvement Manager, Homelessness Services
- Author contact details: julie.turner@leicester.gov.uk
- Report version number: v2.0

1. Summary

- 1.1 This report provides an update on homelessness in the City and progress in relation to Leicester's latest Homelessness & Rough Sleeping Strategy (shared with Housing Scrutiny Commission 19th September 2023).
- 1.2 It has been challenging, nationally and locally, as we have seen rising levels of homelessness. The Council declared a housing crisis in November 2022. The lack of affordable, quality housing drives homelessness, as well as pressures arising from the cost-of-living crisis and many other national factors. This has impacted on households being able to sustain their tenancies and, in many cases, leading to homelessness.
- 1.3 The national picture of rising levels of homelessness are indicated by government data:
 - 3,898 people are sleeping rough in England (Autumn 2023). The number of people rough sleeping has increased by more than a quarter for two years in a row.
 - a new record high in both the number of households and the number of children who are homeless in temporary accommodation provided by local councils. 109,000 households are homeless in temporary accommodation – up 10% in a year. 142,490 children are homeless – up 16,960 (14%) in a year
 - Single households increased by 7.4% to 41,380 from the 31st of December 2022. Compared to the previous quarter there was a 5.3% increase in households without children in temporary accommodation.
- 1.4 Due to huge financial pressures on homelessness services the Council has provided an additional £1m of funding in 23/24 and £10m in 24/25 to help meet the demands of increasing homelessness. This places the Council under even more financial pressure in balancing its General fund budgets.

2. Background

2.1 Picture of homelessness

2.1.1 Increasing numbers of people seeking support

The numbers of people contacting homelessness services for help has risen by 11% from 22/23 to 23/24 (4,869 in 22/23 & 5,385 in 23/24). The numbers of unique individuals who are / were rough sleeping has also increased over the same period (447 in 22/23 and 464 from 01/04/2023 up to 31/02/24) although on our annual verified count the number of individuals found rough sleeping was down on the

previous year (26 in 2023 whereas 34 in 2022). Leicester was one of a few local authorities that saw a reduction in this single night count in autumn 2023.

We are experiencing high levels of people approaching homelessness services; families leaving private sector accommodation or being asked to leave family/friends accommodation and also more individuals who have had a decision on their asylum claim and leaving national asylum support service accommodation because of the government's plan to speed up asylum decisions.

2.1.2 Increasing numbers in temporary accommodation

As of the end of May / start of June we had 520 families in temporary accommodation (of which 262 in bed & breakfast / hotel accommodation) and 552 singles in temporary accommodation (of which 159 singles in bed & breakfast / hotel accommodation).

These are the highest numbers in temporary accommodation for decades and for the first time in many years we have families who are in hotels accommodation for more than 6 weeks. The use of hotels in accommodating families and singles is a last resort. It is recognised that hotels are not ideal for families or for the authority in terms of cost.

The Council is required by law to provide accommodation to people who are statutorily homeless, this includes all families and some 'vulnerable' singles (priority need) although the Council has an enhanced offer which currently means around 55% of singles households in bed & breakfast, we do not legally have to accommodate.

The current enhanced offer means that services and staff are stretched, and support is diluted across a greater number of individuals. This can prevent individuals who have complex needs and or have regularly slept rough not receiving the level of support they need.

2.1.3 Lack of settled accommodation options

Either to prevent homelessness or when it does occur to enable a move-on from temporary accommodation there needs to be a range of affordable settled housing solutions, this could be in the private rented sector, housing association or council housing.

The housing crisis means that there is a shortage of settled accommodation options and people are waiting longer in bed & breakfast / hotel accommodation. Currently the average length of stay for a family in temporary accommodation is over 6 and half months. In October 2023 the average waiting time for a 2-bed property on the housing register was 1 year with the highest priority, 1 year 5 months for a 3-bed property and a wait of over 5 years with the second highest priority (often individuals who are not in priority need but in temporary accommodation).

2.1.4 Ongoing partnership working

The council commissions over 350 rooms of temporary accommodation with different specialist organisations providing accommodation and support services. Leicester has always provided a wide range of accommodation and support, above and beyond the statutory requirement.

In Leicester there are also a wide range of support services available for people who are homeless or at risk of homelessness:

Outreach & Navigators

There is an outreach team that operate 7 days a week, who whenever they find someone sleeping rough, encourage them to take up offers of accommodation or reconnect to their area of origin. They also receive Street Link referrals, from members of the public to identify individuals rough sleeping and offer them support. In 2017 additional funding was secured to extend outreach services into the evening. This extended outreach service is still operating as well as including services on the weekend. Services are provided by Leicester City Council and Help the Homeless and work in partnership with health services (Inclusion HealthCare) and drug, alcohol and peer support services (Turning Point and Dear Albert).

The council has also funded since 2019/20 more intensive support services for rough sleepers, Rough Sleeping Navigators. Two local charities are funded by the Council through the RSI programme to provide immediate support to rough sleepers, referred by the Council, and link with their pre-existing offers and networks of support. Individuals referred are entrenched/have complex support needs and who have previously refused offers of support.

Specialist Primary care services

Inclusion Health Care

There is a specialist service to provide primary care for homeless people (primarily rough sleepers and singles in temporary accommodation). The current service is provided by Inclusion Healthcare where GP, ACP and Nursing clinics are held Monday to Friday. While based primarily at the city centre location of Charles Berry House, the team are also able to provide outreach clinics at drop-in centres and aim to be flexible and responsive in meeting the needs of the homeless population. In addition to the usual GP services offered by practices, the following services are also provided:

- Midwife appointments
- Specialist support for people with alcohol or drug related difficulties
- Extended appointment times to acknowledge complex needs
- Physiotherapy
- Visiting secondary care healthcare professionals- for example, ADHD nurses
- A proactive approach to preventative healthcare e.g., vaccinations and screening

A strong history of working collaboratively with partner agencies around the city

Homeless Mental Health Service

The Homeless mental health service offers engagement, mental health assessment and referral to mainstream mental health and support services. This service provides a daily 'drop-in' service at the Dawn Centre and offer appointments at other homeless hostels. This service offers:

- Mental health assessment
- Access to mainstream mental health services
- Short term supportive counselling and coping strategies
- Access to mental health support, psychology talking therapies and psychiatric treatment
- Signposting to other relevant support services

Substance misuse recovery hub

Inclusion Healthcare manage the No.5 Recovery Hub based on Hill Street and in partnership with local recovery organisation Dear Albert deliver the service which includes the provision of a 'wet centre' for street drinkers and provides a range of services to people with a street lifestyle and who have problematic substance use. This includes practical help with food, shelter, laundry, and a shower as well as harm reduction advice and access to other services such as Turning point, homeless mental health service, health & well-being, and housing support.

It provides an important role for helping services contact people that do not take up traditional appointment-based services, working closely with partner agencies to provide an outreach model. The hub contract has recently been extended to the end of March 2025 and is also partly funded by the OPCC.

Drug and alcohol services

Turning Point

The council also funds Turning Point to provide drug and alcohol services who provide a range of services and support including:

- Group work sessions
- Recovery worker support
- Counselling
- Relapse prevention
- Peer mentors
- Substitute prescribing
- Mindfulness
- Harm reduction services
- Needle exchange

Turning Point's Homeless Outreach team which was set up in early 2019 but has expanded over 2022-3 thanks to central government funding through the Rough Sleepers Drug and Alcohol Treatment Grant. This Grant focusses on the needs of rough sleepers and those at risk of rough sleeping and has enabled the service to expand from 4 recovery workers to 11 alongside increased clinical and administrative support. This means that recovery workers now offer outreach and in reach to hostels and day services up to 7 days per week. This enables the service to move away from an appointment -based system and to spend time building trust and relationships with individuals who are rough sleeping or at risk of

rough sleeping. The service also receives some funding from the Changing Futures programme.

Dear Albert

Provides an addiction rehabilitation centre in Leicester open 5 days a week and they offer a breakfast service on Sunday mornings. Dear Albert also hosts the citywide homelessness service user forum.

Day Services

YASC

The Y Advice & Support Centre (YASC) operated by Leicester YMCA which was based within the Dawn Centre is part funded by the Council to see up to 60 clients a day on a drop-in basis. Following the COVID pandemic, this service had to close for a temporary period and has resumed operation from East Street. The Y Support service provides a range of practical support as well as advice and information.

The Bridge – Homelessness to Hope

The Bridge provides a safe and non-judgemental service to the homeless and vulnerably housed in Leicester. They offer support and mentoring to anyone who is homeless or who is at risk of becoming homeless, this includes rough sleepers, people that are sofa-surfing and those that are in temporary or unsuitable accommodation. The Bridge provides a safe space for people to wash and dry their clothing, shower, access WIFI, get clothes and toiletries as well as eat a hot meal whilst socialising with others. Since the pandemic the centre is open as a day centre, and they have increased the recreational arts as art therapy and have more staff at the centre.

The Centre Project

The Centre project is a local charity based in the city that supports vulnerable people. They aim to reach those who are most excluded from society to reduce isolation and promote wellbeing. They are open Monday to Friday and offer a range of services and support (from a food bank to games and activities).

Other voluntary and community services

The voluntary and community sector has an important role to play in preventing homelessness and supporting homeless people. These services are often provided by faith groups as free provision based on need.

There are a range of groups providing food and drinks; some provide other assistance and a place to meet and chat or creative activities. These include:

- Midland Langar Seva Society
- Triangle at Holy Trinity Church
- Sound café, St Martins House
- Rachel's Table
- Lighthouse Saturday kitchen
- Church of the Martyrs Tomatoes Café

- Chroma church / Vineyard
- St Peter’s Lunch club
- Robert Hall Church
- Open Hands

2.2 Homelessness & Rough Sleeping Strategy Update

We have an agreed homelessness & rough sleeping strategy and action plan, developed in conjunction with partner organisations. This was published in December 2023. Actions & improvements will be scaled over the length of the strategy 2023-2028. This will be an agile document responding to the challenges and pressures arising throughout the length of the strategy.

Below we have detailed some key progress to date by each of the four main aims of the strategy.

2.2.1 Prevention (wherever possible stop people from becoming homeless or rough sleeping for the first time)

- Currently tendering for a contractor to undertake building work for development of a prevention of rough sleeping hub.
- Prioritisation of resources to prevention of homeless wherever possible, and continuation of specialist PRS Prevention Team resulting in good outcomes for Tenants and Landlords.
- Recruitment progressing to get service to full establishment – target to reach 25-27 Homelessness Prevention Officers by end of Summer 2024.
- Call Before You Serve is active and serving landlords who are interested in maintaining tenancies and avoiding evictions. Further comms required to maximise interest – planned for Autumn 2024.
- Approx. £38K spent to secure short-term extensions with landlords, preventing entry into TA and saving the Council an estimated £109K in temporary accommodation costs.

Last 4 quarters prevention of homelessness KPI:

Percentage of Prevention Duty cases that came to an end within Quarter with the outcome “Secured accommodation for 6+ months” as a percentage of all Prevention Duty cases that came to an end within Quarter.

	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24
Leicester	53%	62%	60%	67%
National Ave.	51%	51%	52%	Not yet available

The Council has maintained strong performance compared to the National average when it comes to prevention of homelessness, with a marked improvement in Q4. It should be noted however, that this continues to be a very challenging area of work made more difficult by increased cost of living. The Council continues to work to identify issues upstream and develop initiatives to combat this to enable continued performance.

2.2.2 Intervention (improve early action and support so homelessness is as brief as possible, and that individuals rough sleeping are supported to move off the streets)

- The Council has also secured a cumulative total of £7.7m additional funding through the Governments Rough Sleeping Initiative and other programmes to strengthen services locally from 2018/19 to 2024/25 including £486k in 2024/25.
- Leicester City Council recently supported two successful bids to DLUHC's Single Homelessness Accommodation Programme (SHAP) to support rough sleepers with complex/high support needs. These will deliver 4 x 1-bed flats, owned and managed by emh (East Midlands Housing) and 14 units of temporary accommodation with 24/7 staffing, owned and operated by Action Homeless Leicester, bringing over £1.5m to the City.
- The Council has also recently agreed to invest £45m to buy a further 225 units of temporary accommodation to house homeless households. This will be a mix of 1-bed to 3-bed properties. This will help ensure homeless households do not have to stay in unsuitable bed & breakfast accommodation for long-periods and reduce use of bed & breakfast accommodation.
- Work ongoing with Prisons and Probation to improve the pathway for people leaving prisons without accommodation.

2.2.3 **Recovery** (enable access to settled housing and support for those who need support so homelessness doesn't reoccur. Enhance support for those who have slept rough to ensure they don't return to the streets)

- The Council has invested over £250m to develop and acquire new council housing. The Council has a commitment to deliver 1,500 more new council, social and extra care homes by 2026/27. It is also investing £0.3m a year to lease a further 125 units of accommodation.
- Homelessness services private rented sector team delivers 200 private rented tenancies a year to prevent or relieve homelessness.
- Work planned to expand on PRS Incentive Schemes and grow team to enable bringing on increased landlord portfolios, and therefore more solutions within the PRS

Last 4 quarters relief/recovery from homelessness KPI:

Percentage of Relief Duty cases that came to an end within Quarter with the outcome "Secured accommodation for 6+ months" as a percentage of all Relief Duty cases that came to an end within Quarter.

	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24
Leicester	37%	29%	27%	33%
National Ave.	33%	34%	33%	Not yet available

The Council has improved performance in the last quarter back in line with the National Average. The investments and initiatives cited above should allow us to maintain performance in this area, and in doing so, drive down the number of people who are homeless and waiting in temporary accommodation.

2.2.4 **Working in partnership** (enhance partnership working to improve services for people who are homeless or at risk of homelessness)

- The Homelessness Charter held a successful event for front line staff sharing information from the Council and other homelessness organisations.
- A homelessness resource map for service users was developed by the Homelessness Charter and distributed by partner agencies.
- Creation of a Criminal Justice Pathway Manager to help coordinate working across Leicester, Leicestershire & Rutland and with probation and prison services.
- A new joint specific needs assessment (JSNA) completed specific to the health & well-being needs of people who are homeless to help inform decision making.
- The Council are working with Inclusion Healthcare to fund a Homeless Engagement Practitioner.
- Funding through the Rough Sleeping Initiative funding homeless partners such as Action Homeless, The Bridge (Homelessness to Hope), Help the Homeless & One-Roof Leicester to provide specific initiatives to help tackle rough sleeping in the City.
- Internal partnerships within LCC are also critical, and we have joint working protocols in place with Childrens Social Care, focussed on 16/17 years olds and care leavers. Further protocols are due to be developed around families with children at risk, and with Adult Social Care around vulnerable adults facing homelessness.
- New arrangements with Childrens services & Public Health to ensure that families with support needs in unsuitable temporary accommodation are able to access additional support including facilities at local Childrens Centres and health services.

3. Financial, legal, equalities, climate emergency and other implications

3.1 Financial implications

The increased presentations of homelessness cases in the city continues to add financial pressure to the council due to grant funding and housing benefit being insufficient to cover the rising costs of temporary accommodation. A further £10m budget was allocated for 2024/25 to ease the burden in this area, however this adds extra pressure to the council's general fund budget and the ability to balance it. Finance is liaising closely with the Housing team to monitor the ongoing pressures and offer support to mitigate any challenges as much as possible.

Jade Draper – Principal Accountant

3.2 Legal implications

There are no specific legal implications arising from this report, which is prepared for the purposes of updating Members.

Jeremy Rainbow – Principal Lawyer (Litigation)

3.3 Equalities implications

When carrying out its functions (including decision making, policy and service development, projects and service delivery) the Council must comply with the Public Sector Equality Duty (PSED) (Equality Act 2010) by paying due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not. In doing so, the council/ decision makers must consider the possible impact on those who are likely to be affected by the recommendation and their protected characteristics.

Protected groups under the Equality Act are age, disability (including mental health as well as physical disabilities), gender re-assignment, pregnancy/maternity, race, religion or belief, sex and sexual orientation.

This report provides an update on homelessness in the city and progress in relation to Leicester's Homelessness & Rough Sleeping Strategy.

Housing is a human right and the strategy outlines Leicester's commitment to ending rough sleeping and tackling all forms of homelessness.

The impacts of homelessness can be devastating for individuals and families. It can affect both physical and mental health, educational and employment opportunities (for both adults and children) and has long term consequences for those affected. The local authority has a statutory duty to secure accommodation for unintentionally homeless households who fall into a 'priority need' category. The Council also provides advice and other assistance to help prevent homelessness and has an enhanced offer to help more households than its statutory duty.

Certain categories of household, such as pregnant women, families with children, young care leavers and households that are homeless due to an emergency such as a fire or flood, have priority need if homeless. Other groups may be assessed as having priority need because they are vulnerable if homeless due to, for example, old age, or physical or mental ill health, or because they are vulnerable as a result of being in prison, or care or as a result of becoming homeless due to domestic abuse.

Those affected by homelessness are likely to include individuals from across various protected characteristics. Support provided to homeless people and those facing homelessness helps to develop skills to live independently in their own homes. This includes integration into the community, taking part in leisure activities and support to find education, training or employment. Continued partnership work that strengthens ways of working together across agencies, disciplines and sectors, should lead to positive impacts for people from across all protected characteristics.

Equalities Officer, Surinder Singh, Ext 37 4148

3.4 Climate Emergency implications

There are limited climate emergency implications directly associated with this report. More widely, housing is one of the largest sources of carbon emissions in Leicester, responsible for 33% of emissions. Following the council's declaration of a Climate Emergency addressing these emissions is vital to meeting our ambition, particularly where the council has a higher level of influence and control. As such projects aiming to provide accommodation should consider opportunities to reduce carbon emissions as appropriate

and relevant, for example through ensuring that properties are well insulated and have high-quality and low carbon heating. Improving energy efficiency should also help to ensure that housing is comfortable for occupants, reduce energy bills and help to limit maintenance costs.

Aidan Davis, Sustainability Officer, Ext 37 2284

4. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No

5. Is this a “key decision”? If so, why? No, update report.

Housing Scrutiny Commission Briefing Report

Disabled Adaptations

Housing Scrutiny Commission: 27th August 2024

Lead director: Chris Burgin

Useful information

- Ward(s) all
- Report authors: Simon Nicholls
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version: v.1

1. Summary

The council deliver adaptations for residents that have been assessed as needing them regardless of the tenure of their home. This is achieved by Social Care and Education (SCE) and Housing working together to deliver the adaptations service.

This report talks about the process followed for the delivery of minor and major adaptations by tenure, council owned and all other, and the two distinct funding routes that apply.

2. Recommendation

That member of the Housing Scrutiny Commission notes the contents of this report.

3. Supporting information including options considered:

The start of the adaptation journey is when a resident calls the Contact and Response Team in SCE. If the resident is known to SCE, they are referred to the locality teams for assessment if not then they are referred to the adaptations team, either way they are assessed by a member of staff from SCE.

The assessment is carried out by an Occupational Therapist (OT) who decides what level of support is required. This could be something simple like an additional stair rail, grab rail or a toilet frame or alternatively major adaptations may be required that require the installation of a wet room or additional ground floor facilities.

Whilst all requests for adaptations are dealt with in the same way initially, the funding routes are different, and this decides the journey the request takes.

Adaptations for Council Tenants – Housing Revenue Account (HRA).

All minor adaptations (work costing less than £1000) are completed as they are received by the division from SCE, some can be done very quickly if it's just a grab rail or additional stair rail that is required and others, like a ramp to the front door may take a little longer but they are completed by the in house craft staff in the order that they are received based on resources being available.

Major adaptations regardless of tenure are prioritised by the OT, this is because they have actually met and assessed the person, are familiar with their medical history and are qualified to recommend adaptations that will improve outcomes for the residents.

Housing's role is purely to carry out the works that have been recommended and to make sure we do this in priority order, so that those in the most need are waiting the least time. This is done based on the priority points allocated to each case by the OT. The highest priority is given to end of life cases and life limiting illnesses. It is difficult to respond to questions about waiting lists and waiting time because they are dependent on the number of cases we get and the number of points they are allocated, the list is constantly changing, it is a dynamic and designed to ensure that nobody in urgent need is waiting longer than it takes to practically complete the adaptations.

The following table shows the number and type of adaptations that are completed every year for council tenants:

Type of adaptation	21/22	22/23	23/24
Rails/handrails	340	335	382
Ramps	29	30	38
Layout alterations	0	0	1
Level access showers	75	70	45
Wash/dry toilets	4	3	21
Stairlifts	48	50	38
Step lifts	3	3	5
Through floor lifts	14	10	20
Extensions	3	3	3
totals	516	504	553

HRA budget

Adaptations for council tenants are paid for from the HRA capital programme, the following table shows how much by year we spend on adaptations.

	21/22	22/23	23/24	24/25
Budget	£1.2m	£1.2m (including £300k for adapt to let scheme	£1.3m (including £300k for adapt to let scheme	£1.2m (adapt to let scheme % to be agreed)
Actual spend	£1.1m	£1.2m	£1.4m	

Other ways we deliver adaptations in the HRA:

Adapt to let.

Due to the high demand for Adapted properties the HRA is also in a position to reconfigure some of its existing stock to try and support residents on the housing register, these may be tenants who live in homes that have been assessed as needing adaptations but they are unable to be carried out at their current home for technical reasons, or they may be new applicants who have faced similar issue in other tenures of accommodation.

If a property is partially adapted, then an assessment is made to see if it can be altered to become fully wheelchair accessible. This has proven to be a successful approach and we rehoused 17 applicants in 23/24 that were waiting for accessible accommodation.

New build council housing:

As part of the local Authority new build programme all sites will deliver 10% wheelchair accessible homes. The following sites are in our current delivery pipeline and expected to deliver new wheelchair accessible homes in the next 3 years.

Saffron Velodrome
Stocking Farm
Southfield Newry
Forest Lodge Education Centre (FLEC)
Hospital Close

Non HRA housing. Disabled Facility Grants (DFG)

The assessment by the OT is the same. Minor adaptations are not sent to housing but completed by contractors that SCE has appointed, once completed they are checked to be suitable by a member of SCE staff. They are paid for by SCE.

Major adaptations.

Major adaptations for all other tenures follow the Disabled Facility Grant (DFG) process if the resident needs or wants help to finance the works. This is a means tested process so not all those that apply for a DFG will be eligible for one, some will only be eligible for part payment and will have to make a financial contribution themselves and others not eligible at all and they will have to directly fund the full cost of the adaptation, some applicants choose not to follow the DFG process at all.

The DFG grant must follow a fixed process because we have to demonstrate that we have complied with the Housing Grant, Construction and Regeneration Act and we are audited every year to ensure compliance. The act makes it clear what a DFG can be used for:

Providing access into and out of the home by installing:

Ramps, front and rear
Step lifts front and rear
Access to rear garden

Providing access in and around the home so that a resident can meet their assessed needs by providing:

Level access showers
Stairlifts
Through floor lifts
Level access shower

The following table shows the type and number of adaptations that we have completed.

Type of adaptation	21/22	22/23	23/24
Stairlift	54	70	60
Step lift, platform lifts	6	16	20
Level access shower	101	131	88

Ramps	3	7	14
Combined shower and toilet cubicles	17	22	11

DFG Budget

The following table shows how much we spend each year on DFG's

year	Government grant	Council contribution	total
21/22	£2,080m	£20k	£2,100m
22/23	£1,861m	£50k	£1,911m
23/24	£1,861m	£320k	£2,181m
24/25	£1,861m	£200k	£2,061m

Feedback from customers:

We have recently started to assess how the adaptations we have done have impacted on the lives of the customer, after all adaptations are completed the OT asks a series of questions. To date we have only completed a small number, so we do not have enough data for this report, however early indications are looking good with positive responses about the impact the adaptations have had on their lives. A full breakdown will be provided in the next update to the committee.

Adaptations Strategy

It has been agreed that we need an Adaptations Strategy to ensure that all the information is held in one place and future adaptation services meet the needs of Leicester residents. This is being supported by the Housing Transformation Team (HTT).

The initial scoping exercise has been carried out and initial milestones agreed.

Actions	Timescale
Undertake background research and data collection	complete
Develop draft key themes for the strategy	End of August 24
Consult with internal and external stakeholders of the key themes of the strategy	End of September 24
Write the draft strategy	End of October 24
Present draft strategy to relevant meetings for comment	End of October 24
Undertake a 2 nd . Consultation exercise	End of November 24
Final sign off.	December 24

Members of the Housing Scrutiny will be consulted as part of the process.

4. Details of Scrutiny

5. Financial, legal and other implications

5.1 Financial implications

. There are no financial implications associated with this update report. The capital budgets for adaptations are included in the main body of this report.

Stuart McAvoy – Head of Finance

5.2 Legal implications

While there are no legal implications arising out of the contents of the report and the proposal to create an Adaptations Strategy, it is worth noting that local authority owned properties that are constructed or have been adapted for disabled persons may be excluded from the Right to Buy scheme. Paragraph 7 of Schedule 5 of the Housing Act 1985 states *“The right to buy does not arise if the dwelling-house has features which are substantially different from those of ordinary dwelling-houses and are designed to make it suitable for occupation by physically disabled persons, and (a) it is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by physically disabled persons, and (b) a social service or special facilities are provided in close proximity to the group of dwelling-houses wholly or partly for the purpose of assisting those persons.”*

Disabled Facilities Grants awarded to private owner/occupiers are governed by the Housing Grant, Construction and Regeneration Act 1996. The Act sets out the terms and conditions under which grants may be offered and their repayment terms. The Act states that the grant is repayable if a property is disposed of within a period of 5 years from the date of the grant. The grant is registrable as a local land charge in order to protect against a property being sold without a grant being repaid. Once a grant period has expired, the local land charge entry should be removed.

Although not referred to above, loans for adaptations works may also be offered under the Chronically Sick and Disabled Persons Act 1970. The conditions for these are more stringent and the loan is registrable as a legal charge on a property at the Land Registry. Chronically Sick and Disabled Persons Act loans have been awarded by the Council in the past but tended to relate to expensive, structural adaptation works and it is likely that, as this is not a statutory duty, with

the reductions in budget provision, the authority is simply no longer able to afford to offer this service.

5.3 Climate Change and Carbon Reduction implications

There are limited climate emergency implications directly associated with this report. As the delivery of these works will generally contribute to the council's carbon emissions consideration should be given to opportunities to reduce any impacts of this work. This could include encouraging and enabling low carbon travel by staff, using materials efficiently and following sustainable procurement guidance, as applicable and appropriate. For some measures consideration could also be given to opportunities to reduce emissions, for example through procuring lifts with good energy ratings, or ensuring that extensions are well-insulated and energy efficient, as appropriate and relevant to the measure.

Aidan Davis, Sustainability Officer, Ext 37 2284

5.4 Equalities Implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

Local authorities have legal obligations to help children and adults who need home adaptations to meet a range of needs resulting from physical, sensory and cognitive impairments, neurodiversity and mental health conditions. This report talks about the process followed for the delivery of minor and major adaptations by tenure, council owned and all other, and the two distinct funding routes that apply.

The purpose of an adaptation is to modify disabling environments in order to restore or enable independent living, privacy, confidence and dignity for individuals and their families.

It is important that information about adaptations is easily accessible and available.

Equality considerations should be embedded throughout the proposed strategy, any consultation/engagement with key stakeholders including community engagement needs to be accessible, fair and proportionate and targeted to the relevant group(s).

Equalities Officer, Surinder Singh, Ext 37 4148

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

n/a

6. Background information and other papers: None

7. Summary of Appendices: n/a

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)? no

9. Is this a “key decision”? no

10. If a key decision please explain reason

Update Report

Who Gets Social Housing 2023 - 2024

Housing Scrutiny Commission: August 2024

Assistant Mayor for Housing: Cllr Elly Cutkelvin
Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report authors: Sarah Statham, Homelessness Prevention & Support
- Author contact details: sarah.statham@leicester.gov.uk
- Report version number: 1

1. Purpose

- 1.1. This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.
- 1.2. The report deals with the financial year 2023/2024.

2. Headline data from the Housing Register

2.1. Overall number of households on the Housing Register

- 2.1.1. The number of households on the Housing Register is 6682 on 01/04/2024. This is an 11% increase compared to 6008 on 01/04/2023.

2.2. Banding proportions

- 2.2.1. Band 1 applicants account for 23% (1570). This is an increase of 32% compared to 01/04/2023.
- 2.2.2. Band 2 applicants account for 32% (2126) of all households on the Housing Register. This is a 2% decrease compared to 01/04/2023.
- 2.2.3. Band 3 applicants account for 45% (2986) of all households on the Housing Register. This is relatively unchanged compared to 01/04/2023.

2.3. Primary reasons for joining the Register

- 2.3.1. Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 58% (3876) of the register. This is relatively unchanged compared to 01/04/2023.
- 2.3.2. Following a Summer 2019 Policy change, there are three levels of banding priorities for overcrowding, rather than the original two. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately. Although this results in a fairer system, and a Policy more capable of allocating housing by level of need, the change did have a consequent negative impact on those remaining in Band 2, who now experience longer waiting times.
- 2.3.3. The following information summarises the differences between priorities:
 - Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 1988, or otherwise exceeding the property's maximum occupancy

levels. The number of statutory overcrowded/critically overcrowded households has increased by 24% from 197 to 245 in the last 12 months.

- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria but is acknowledged within LCC's Allocations Policy as severe – those lacking 2 bedrooms or more, or families living in 1-bed flats. 246 households were in this priority as at 01/04/2024.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe but is acknowledged within LCC's Allocations Policy as causing potential housing difficulties – those lacking just one bedroom. 2822 households were in this priority as at 01/04/2024.

2.3.4. In May 2023, the Easymove scheme was introduced as part of the Overcrowding Strategy to ease overcrowding for social housing tenants. The aim of the scheme is to find housing solutions for social tenants by facilitating a mutual exchange between an overcrowded and an under occupying household. This creates an alternative route to suitable accommodation for tenants whilst reducing the cost of void properties and making best use of our stock.

2.3.5. Between 5th May 2023 and 31st March 2024, the project successfully managed 9 mutual exchanges, moving 18 Social Housing tenants into housing more suitable for their needs. 2 were Housing Association tenants and 16 were LCC tenants. This means that solutions were found for 9 overcrowded households outside of the Housing Register with a saving over £63,000 in avoided costs associated with LCC void properties.

2.3.6. The scheme is ongoing and a target of 10 mutual exchanges for 2024/25 has been set, which would yield 20 solutions for Social Housing tenants. As at 18/7/24, the project has already achieved 4 mutual exchanges since 1st April 2024 and so is set to exceed the target should solutions continue on the same trajectory.

2.3.7. People who are homeless or threatened with homelessness accounts for 25% (1686) of all households on the Housing Register. This is an increase of 33% compared to 01/04/2023.

2.3.8. More detailed information on reasons for joining the housing register can be found at Appendix 1.

2.4. Housing demand vs. Housing Need

2.4.1. Housing demand and housing need are different.

2.4.2. Housing need is driven by population growth and various socioeconomic factors and is measured by the Local Authority in terms of circumstances. These circumstances are then assessed, and priority is awarded on the housing register depending on the level of housing need.

2.4.3. Housing demand includes housing need as a driver, but other drivers exist. Housing demand is also driven by preference, for example wanting to live in a certain area of the city. This can subsequently drive-up waiting times in that particular area. Preference is a key element of Leicester City Council's Housing Register, as we

operate a choice-based lettings scheme, allowing applicants to bid on properties as they wish (except for those priorities that require auto-bidding due to urgency).

2.4.4. In Leicester, information indicates the following:

Type of accommodation (i.e., house, bungalow, flat, maisonette)

- Need for all types of accommodation is high, and significantly outstrips supply.
- When looking at family-sized housing, houses have higher demand than maisonettes and flats, leading to lower average waiting times for the latter.

Adapted accommodation

- Need for fully wheelchair adapted accommodation outstrips supply significantly. Whilst waiting times for this type of accommodation have reduced overall since 2022/23 (see 4.5), there is a disparity between the number of Fully Wheelchair Accessible need applicants on the register achieving lets compared to those requiring other types of accommodation.
- Analysis completed in June 2023 showed that there was a requirement to source 25 additional Fully Wheelchair Accessible properties to remove the disparity between the percentage of Fully Wheelchair accessible and other households being rehoused compared to their representation on the register.
- The analysis showed that for other types of adapted accommodation, we are meeting or exceeding the required amount of suitable accommodation.
- Work is ongoing to analyse this and determine how we can increase supply and we are:
 - Undertaking a project to contact those fully wheelchair accessible households who have been waiting longest on the register to discuss their desired areas as well as their current need for housing so we can determine where we need to look for adapted accommodation.
 - Aiming to secure suitable adapted or adaptable accommodation through the acquisitions process.
 - Developing an adapt first process which will ensure that we have exhausted all viable options to adapt current homes before pursuing rehousing for the household. This will ensure less upheaval for the household and will increase the amount of adapted accommodation available.
 - Seeking to adapt suitable void properties for Fully Wheelchair Accessible households if viable.
 - Working closely with Housing OT's to ensure a person centred approach to all adapted needs applicants; considering the best way to resolve their housing need in short term whilst planning for future needs. This may mean lowering the level of adaptations needed for some without reducing their priority on the register in recognition of a higher adapted requirement in the long term.
 - The disparity will be reviewed twice a year and will form part of this report. It will also inform the adapted strategy in relation to ongoing work

to ensure adapted accommodation is available at, at least a proportionate rate to General Needs Accommodation and waiting times are comparable for all category needs.

Size of accommodation

- The highest size-need is for 2-bedroom accommodation which accounts for 33% of total need.

Area of accommodation

- Housing need in all areas of the city is high, but needs are highest in Abbey Ward, Wycliffe Ward and Castle Ward where the highest proportion of people on the housing register are awarded the highest priority (Band 1). Lowest need is in Knighton Ward and Aylestone Ward, with the lowest proportion of people on the housing register awarded Band 1.
- Housing demand shows us a different picture. By looking at bidding patterns, we can see that bids placed for housing in Western, Braunstone Park & Rowley Fields and Eyres Monsell is highest, despite housing need in those areas being lower in severity. This doesn't provide the whole picture relating to demand as bids can only be placed where properties are available for offer and these wards have experienced higher lets than others so will inevitably attract more bids. Evidence from customer interactions suggests that Belgrave, North Evington, Wycliffe, and Stoneygate Wards are in highest demand and also suggests that those currently living in those areas prefer to remain there if possible and will wait longer on the register in order to do so, potentially leading to the high number of ongoing applications in those wards.
- Supply (lets) across the city is disparate, with the north-west seeing high numbers of lettings, as well as pockets in the south. With the exception of Evington and Thurncourt, lets in the east of the city are much lower, with the lowest being seen in Spinney Hills Ward. Supply in various wards can be affected by a number of factors but is primarily driven by the level of Council stock in the area, and the frequency with which tenants leave accommodation.

Landlord preference

- Demand for Council tenancies is higher than Housing Association tenancies, which are also available through the Housing Register. This leads to marginally lower average waiting times for the latter.

2.5. Other observations

2.5.1. Social Housing tenants (Leicester) account for 23% of all households on the Housing Register.

3. Lettings Headline data

3.1. Overall number of lettings

3.1.1. The number of lettings in the last 12 months has remained relatively unchanged from the corresponding period last year.

3.1.2. To combat the rise in demand;

- Leicester City Council has an ambitious acquisitions programme.
- Leicester City Council also has a strong private rented sector access scheme. There were 219 lettings to private landlords via schemes. We continue to review these schemes to ensure they continue to provide excellent support to both landlord and tenants and continue to be competitive in the private sector market.
- The EasyMove project officer works with overcrowded and under occupying social housing tenant to achieve moves into suitable accommodation outside of the Housing Register.

3.2. Which applicants are achieving the lettings?

3.2.1. Of all lettings in 2023/2024;

- Band 1 accounted for 74% of all lets in 2023/2024.
- Band 2 accounted for 20% of all lets, although there were only 24 family-sized lets to Band 2 families seeking general needs accommodation in the period.
- Band 3 accounted for 6% of all lets but it should be noted that these were allocations of Sheltered Housing, adapted housing or age designated accommodation, which is under less demand or priority is given to older applicants. Band 3 applicants have the lowest assessed housing need and will generally not have success on the Housing Register for general needs housing. They are advised to seek other housing options.

3.2.2. 576 (53%) of all lettings were for households who became homeless or were at threat of homelessness. This is proportionate to the previous year and reflects the support given to homeless households to secure settled accommodation through the housing register.

3.2.3. New Parks had the most lettings (198) in the last 12 months followed by Eyres Monsell (158). This is largely driven by the locations in which Leicester City Council is actively acquiring accommodation.

3.2.4. More detailed information on lettings can be found at Appendix 2.

3.3. Time taken to achieve an offer of accommodation

Please note: Where the charts below state a number, the number indicates the average time, in months, to achieve an offer during the period. The amount of time spent on the register, and waiting times, is highly dependent on the applicant's level of bidding activity and choices. As such, waiting

times could be significantly above average if an applicant is demonstrating lower bidding activity and/or activity that is focused on particular areas of the city, or particular property types.

3.4. Waiting times for 'General Needs' properties

Band 1 applicants

- 3.4.1. For properties that were not directly allocated, the current average waiting times for Band 1 applicants seeking general needs accommodation¹ are showing in Fig 1, below (shown in months):

Fig 1 ave. waiting times for B1 applicants seeking general needs accomm 2023/2024:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1				
House / Maisonette	-	16	19	21
Bungalow	7	16	-	-
Flat	9	12	-	-
Bedsit	7	-	-	-
Sheltered	2	2	-	-

* A – symbol indicates there were no lets of that type in the period.

- 3.4.2. Compared to 2022/2023 (see Fig2) we can see a 4 month increase in average waiting times for 1 bed flats, a 5 month increase for 2-bed flats, an 8 month increase for 3-bed houses and an increase of 7 months for 4+ beds.

Fig 2 ave. waiting times for B1 applicants seeking general needs accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1				
House / Maisonette	-	10	11	14
Bungalow	5	18	-	-
Flat	5	7	-	-
Bedsit	2	-	-	-
Sheltered	2	-	-	-

Band 2 applicants

- 3.4.3. For general needs properties that were not directly allocated, the current average waiting times for Band 2 applicants within 2023/2024 are shown in Fig3:

Fig 3 ave. waiting times for B2 applicants seeking general needs accomm 2023/2024:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 2				
House / Maisonette	-	-	-	-
Bungalow	11	-	-	-
Flat	17	36	-	-
Bedsit	31	-	-	-
Sheltered	5	-	-	-

¹ General needs properties are known as Cat C properties and are defined as those that do not have any significant adaptations installed.

3.4.4. Compared to 2022/2023 (see Fig4) we can see that waiting times have increased slightly for many property types and sizes.

Fig 4 ave. waiting times for B2 applicants seeking general needs accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 2				
House / Maisonette	-	39	55	-
Bungalow	10	-	-	-
Flat	20	27	-	-
Bedsit	31	-	-	-
Sheltered	3	-	-	-

3.5. Waiting times for Wheelchair Accessible Accommodation²

3.5.1. For wheelchair accessible properties that were not directly allocated, the current average waiting times for households within 2023/2024 are shown in Fig5:

Fig 5 ave. waiting times for wheelchair accessible accomm 2023/2024:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	16	39	32	-
BAND 2	20	-	-	-
BAND 3	-	-	-	-

3.5.2. Compared to 2022/2023 (see Fig6) we can see that waiting times have decreased for many property sizes, in some cases very significantly with the exception of 2-bedroom accommodation:

Fig 6 ave. waiting times for wheelchair accessible accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	30	30	60	51
BAND 2	37	-	-	-
BAND 3	-	-	-	-

3.6. Other Adapted Accommodation³

3.6.1. For other forms of adapted accommodation, the current average waiting times for households within 2023/2024 are shown in Fig7:

Fig 7 ave. waiting times for adapted accomm 2023/2024:

	1 Bed	2 Bed	3 Bed	4 Bed
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² Known as Cat A accommodation, and defined as being fully adapted for wheelchair users, which would include widened doorways.

³ Known as Cat B accommodation, and defined as being significantly adapted, for example the need for a through-floor lift and level-access shower in situ.

BAND 1	5	14	17	5
BAND 2	7	15	17	4
BAND 3	-	-	-	-

3.6.2. Compared to 2022/2023 (see Fig8) we can see that waiting times have decreased slightly for those requiring 1-bed adapted partially accommodation, but increased for those needing 2-bed and 3-bed partially adapted accommodation in Band 1, In addition, there have been lots of larger, 4 bedroom accommodation to this cohort.

Fig 8 ave. waiting times for adapted accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	6	6	14	-
BAND 2	7	20	15	-
BAND 3	20	30	-	-

3.7. Ground Floor Accommodation⁴

3.7.1. For ground-floor-specific accommodation, the average waiting times for households within 2023/2024 are shown in Fig9:

Fig 9 ave. waiting times for ground-floor- specific accomm 2023/2024:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1	7	8	60	-
BAND 2	18	36	-	-
BAND 3	-	-	-	-

3.7.2. Compared to 2022/2023 (see Fig10) we can see that waiting times have decreased for those requiring 1-bed ground floor accommodation, and for Band 1 requiring 2 and 3 bed accommodation.

Fig 10 ave. waiting times for ground-floor- specific accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1	6	13	68	-
BAND 2	7	18	-	-
BAND 3	-	-	-	-

3.7.3. If we look at the rate households in Bands 1 & 2 were rehoused in 2023-24 compared to their representation on the register as at 1/4/2024, General Needs households are

⁴ Known as Cat G accommodation and defined as being a property all on the ground floor or having facilities that would make it suitable for someone unable to use stairs.

now being rehoused at a lower rate than their representation on the register, which is likely because their numbers on the register have increased. Whilst lets to Fully Wheelchair Accessible households have increased and waiting times reduced, they are still not being rehoused at a proportionate rate to their representation on the register whilst other adapted need households are. In fact, Partially Adapted households are rehoused at a higher rate than their representation. This is likely to be due to the numbers of partially adapted bungalows available.

Adapted Category	Number on register	% of total register
General Needs	3294	89%
Ground Floor	23	1%
Partially Adapted	257	7%
Fully Wheelchair	122	3%

Adapted Category	Number of lets	% of total lets
General Needs	827	82%
Ground Floor	11	1%
Partially Adapted	137	13%
Fully Wheelchair	23	2%

3.7.4. The disparity for Fully Wheelchair Accessible households has reduced and that for General Needs applicants has increased. Partially adapted applicants are still achieving offers at a higher rate. This reflects the ongoing work to address adapted needs on the register and indicates that selecting partially adapted voids to further adapt to Fully Wheelchair Accessible will reduce disparities further.

3.8. Housing Associations

3.8.1. Lettings to Housing Associations and HomeCome accounts for 252 (23%) of all lettings in the last 12 months. This has remained proportionate to the overall lettings for the corresponding period last year.

3.8.2. PA Housing was the largest provider with 100 (39%) of the lets with Riverside the next highest provider with 36 lettings (14%).

3.9. Direct Allocations

3.9.1. Leicester City Council's Housing Allocations Policy allows for direct allocations of housing to be made to applicants whose circumstances merit priority rehousing on the basis of managing risk, emergencies, and best use of stock.

3.9.2. The number of direct lettings accounts for 32% (348) of all lettings for the 12-month period. This has increased by 6% from the corresponding period last year.

3.9.3. Direct lets to homeless households account for 76% of total direct lettings whilst direct lets to current tenants account for 20%.

4. Summary of appendices:

- 4.1. Appendix 1 - Households on the Register by Band & Priority and as at 01/04/2024
- 4.2. Appendix 2 - Lettings by Priority for the 12-month period 01/04/2023 – 31/03/2024
- 4.3. Appendix 3 - Customer Information Dashboard

5. Is this a private report? No

6. Is this a “key decision”? If so, why? No – update only.

Households on the Register by Band & Priority and as at 01/04/2024

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8+ Bed	Total
BAND 1	298	574	482	160	43	12	-	1	1570
Compulsory Homeless	-	1	1	-	-	-	-	-	2
Harassment	15	20	7	5	1	-	-	-	48
Management Case	23	8	6	4	-	-	-	-	41
Medical	47	60	64	30	7	2	-	-	210
Priority Under-occupation	62	5	3	-	-	-	-	-	70
Referred Case	2	12	10	4	-	-	-	-	28
Statutory Overcrowding	1	68	102	40	26	7	-	1	245
Statutory Homeless	109	396	289	77	9	3	-	-	883
Young Person Leaving Care	39	4	-	-	-	-	-	-	43
BAND 2	755	724	328	221	80	15	2	1	2126
Care package ASC	32	1	-	-	-	-	-	-	33
Leaving Armed Forces	3	2	1	-	-	-	-	-	6
Leaving Residential Care	6	-	-	-	-	-	-	-	6
Medical	82	109	165	75	14	2	-	-	447
Overcrowded Families in 1 Bed	-	466	91	5	1	-	-	-	563
Severe Overcrowding	-	11	21	134	64	13	2	1	246
Statutory Homeless	181	73	18	2	-	-	-	-	274
Temporary Accommodation	451	50	23	4	1	-	-	-	529
Under-occupation	-	12	9	1	-	-	-	-	22
BAND 3	993	874	900	210	8	1	-	-	2986
Sheltered Housing Only	105	-	-	-	-	-	-	-	105
Adult Leaving Care	1	-	-	-	-	-	-	-	1
Medical Care + Support	22	18	8	2	2	-	-	-	52
Overcrowding - Non tenant	841	654	139	25	3	-	-	-	1662
Overcrowding - Tenants	22	200	753	182	3	-	-	-	1160
Workplace Move	2	2	-	1	-	1	-	-	6
Grand Total	2046	2172	1710	591	131	28	2	2	6682

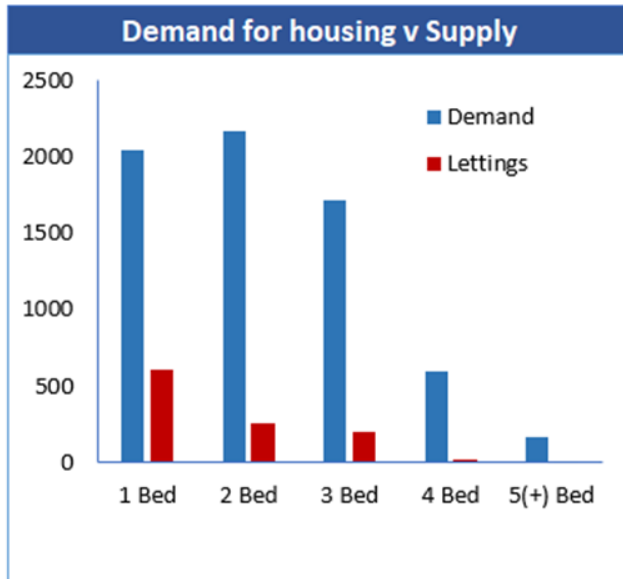
Lettings by Priority for the 12-month period 01/04/2023 – 31/03/2024

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	Total
BAND 1	352	236	195	15	2	1	-	801
Compulsory Homeless	-	-	1	-	-	-	-	1
Harassment	23	14	16	-	-	-	-	53
Management Case	39	8	9	2	-	-	-	58
Medical	26	21	17	2	-	-	-	66
Priority Under-occupation	41	3	-	-	-	-	-	44
Referred Case	2	2	7	-	-	-	-	11
Statutory Overcrowding	2	35	29	3	2	1	-	72
Statutory Homeless	183	150	116	8	-	-	-	457
Young Person Leaving Care	36	3	-	-	-	-	-	39
BAND 2	178	9	6	3	-	-	1	197
Care package ASC	11	-	-	-	-	-	-	11
Leaving Residential Care	3	-	-	-	-	-	-	3
Medical	47	7	6	-	-	-	-	60
Overcrowded Families in 1 Bed	-	2	-	-	-	-	-	2
Severe Overcrowding	-	-	-	1	-	-	1	2
Statutory Homeless	28	-	-	-	-	-	-	28
Temporary Accommodation	89	-	-	2	-	-	-	91
BAND 3	80	9	4	1	-	-	-	94
Sheltered Housing Only	33	-	-	-	-	-	-	33
Medical Care + Support	4	1	-	-	-	-	-	5
Overcrowding - Non tenants	42	8	4	-	-	-	-	54
Overcrowding - Tenants	1	-	-	1	-	-	-	2
Grand Total	610	254	205	19	2	1	1	1092

Who Gets Social Housing? (Council and Housing Association Homes)

Updated every 6 months
Last update: April 2024

Total Applicants on 1st April 2024	Total Lettings April 2023 to March 2024
6,682	1,092



Average waiting times (months) for different property types*					
*Figures quoted are average waiting times for individuals who are bidding regularly across all areas of the city					
General Needs Homes			Wheelchair Accessible Homes		
	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	6	15	19	19	24
BAND 2	16	48*	48*	60*	60*
BAND 3	24	72*	72*	72*	72*

Accessible Homes with Level Access Shower			Ground Floor Homes		
	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	7	20	17	48*	60*
BAND 2	8	20	17	60*	60*
BAND 3	24	36*	48*	60*	60*

*Estimated waiting times as no actual data available during this period
For further information visit our website at www.leicester.gov.uk/housingapplications

Housing Scrutiny Committee

Work Programme 2024 – 2025

Meeting Date	Item	Recommendations / Actions	Progress
11 July 2024	Housing Overview	<p>Information to be circulated to Members on demands of new Government to protect HRA and allow builds.</p> <p>Temporary Accommodation and progress on spend of £45m to be added to work programme to update Commission.</p> <p>Latest data on Who Gets Social Housing to be shared with the Commission.</p> <p>Data on percentage of applicants that apply to the housing register but do not meet eligibility criteria to be circulated.</p>	<p>Open letter to the Secretary of State and Interim Report provided.</p> <p>Added to work programme to seek updates.</p> <p>Information provided and updated report due to be discussed at 27 August 2024 meeting.</p> <p>Information being collated.</p>
	Housing Regulator	<p>The Commission recommended that housing enquiries from tenants, councillors and members of the public be responded to in ten working days.</p> <p>The Commission requested to be involved in tenant involvement discussions.</p>	<p>With officers to review the recommendation.</p> <p>Ward Councillors to be invited to sessions and added to work programme for further discussion.</p>
	Rent Arrears Annual Report	<p>The Commission noted the report and commended the work of the service.</p>	

	<p>House Builds & Acquisitions Update</p> <p>Environmental Budget & Public Realm Works 2024-25</p>	<p>The Commission requested a site visit be arranged.</p> <p>The Commission noted the report.</p>	<p>Site visit arranged and Members invited.</p>
<p>27 August 2024</p>	<p>Repairs & Maintenance performance report</p> <p>Homelessness Services update</p> <p>DFG / Adaptations update</p> <p>Who gets Social Housing?</p>		
<p>12 November 2024</p>	<p><i>Suggested items tbc:</i></p> <p><i>Homelessness & Complex Needs update</i></p> <p><i>Selective Licensing</i></p> <p><i>Housing Safety</i></p>		
<p>7 January 2025</p>	<p><i>Suggested items tbc:</i></p> <p><i>Housing Revenue Account Budget Proposals 2025/26</i></p> <p><i>General Fund Budget Proposals 2025/26</i></p> <p><i>District Services</i></p>		

18 March 2025	<i>Suggested items tbc:</i> <i>Maintenance Charges update</i> <i>Tenant Involvement proposals</i> <i>Housing Crisis update</i>		
22 April 2024	<i>Suggested items tbc:</i> <i>Apprentice Programme & WIC</i> <i>Supported Housing proposals</i>		

Forward Plan Items (suggested)

Topic	Detail	Proposed Date
Adaptations Strategy	The Commission requested to be updated on development of an adaptations strategy.	
Channel Shift Update		
Damp & Mould – PRS Online Portal	It was highlighted at meeting on 19 September 2023 that portal is in development and agreed to come back to update the Commission.	
Housing Allocations Policy		
Housing Capital Programme Update	The Commission requested that they receive regular updates on progress regarding new build developments.	
Housing Crisis Action Plan	The Commission requested to be kept updated on action plan.	

Housing Support		
Local Plan		
Migration Update		
Overcrowding Strategy Update		
Private Rented Sector Strategy Update		
Temporary Accommodation	The Commission requested to be kept updated on the utilisation of the £45m agreed at Council to increase temporary accommodation units.	