



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 21 APRIL 2026

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 Bajaj (Vice-Chair)

Councillors Aqbany, Gopal, Gregg, Mahesh, Singh Sangha and Zaman

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

For Monitoring Officer

Officer contacts:

Ed Brown (Governance Services) Edmund.brown@leicester.gov.uk or E-mail: Governance@leicester.gov.uk Address: Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

1. WELCOME AND APOLOGIES FOR ABSENCE

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

2. DECLARATIONS 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 Tuesday 17th March 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. PROVIDER IMPROVEMENT PLAN UPDATE REPORT [Appendix B](#)

The Director of Housing submits a report providing an update on the progress made on the housing division's Provider Improvement Plan (PiP).

8. HAZARDS IN HOUSING - SUMMARY REPORT IN RELATION TO LCC'S RESPONSE TO AWAAB'S LAW [Appendix C](#)

The Director of Housing submits a report outlining the requirements of Awaab's Law and setting out the division's arrangements to comply with the regulations underpinning Awaab's law.

9. HEALTH AND SAFETY IN LCC PROPERTIES REPORT [Appendix D](#)

The Director of Housing submits a report outlining the Council's strategic approach and operational performance regarding health and safety (H&S) compliance across housing stock.

10. WORK PROGRAMME [Appendix E](#)

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

11. ANY OTHER URGENT BUSINESS



Leicester
City Council

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: TUESDAY, 17 MARCH 2026 at 5:30 pm

P R E S E N T:

Councillor O'Neill – Chair
Councillor Bajaj – Vice Chair

Councillor Gopal
Councillor Zaman

Councillor Gregg

* * * * *

68. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed those present to the meeting.

Apologies were received from Cllr Aqbany and Cllr Singh Sangha.

69. DECLARATIONS OF INTERESTS

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

Cllr Gregg declared that he had applied to support exempt housing. This did not pertain to anything on the agenda.

70. MINUTES OF PREVIOUS MEETING

AGREED:

That the minutes of the meeting of the Housing Scrutiny Commission held on 13th January 2026 be confirmed as a correct record.

71. CHAIRS ANNOUNCEMENTS

The Chair made the following announcements:

- There would be a short break so that those observing Ramadan could

break fast.

- Members were reminded that scrutiny was a place of challenge, but with respect.
- Members were advised that some reports may be taken as read as members had received the papers.
- Representatives from the Regulator of Social Housing who were observing the meeting were welcomed via an online link.

72. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Mr Raja submitted the following statement and questions:

Chair and Members of the Commission,

I am writing not to raise an individual complaint, but to draw attention to potential systemic governance risks within Housing; particularly in relation to complaints handling, procedural compliance and oversight transparency.

In August 2025, the Regulator of Social Housing identified gaps under the Transparency, Influence and Accountability standard, including enhanced complaints handling and formalised reporting on learning from complaints (*Point A*). In the same meeting, it was recorded that complaints were approximately 75% compliant with response timescales (*Point B*).

In June 2025, this Commission also considered an LGSCO maladministration finding relating to Housing procedural failures, including failure to notify statutory review rights and delays in responding to suitability concerns (*Point C*).

Since then, the corporate complaints function has been moved under the Housing Division itself (*Point D*), and a Regulator of Social Housing Oversight Board has been established reporting to Executive, with an intention to provide updates to Scrutiny (*Point E*).

Taken together, these developments highlight that complaint handling and procedural compliance are not peripheral matters; they are central governance risks.

My concern is not about disagreement with outcomes. It is about structural integrity. Specifically:

- Whether Stage One responses are consistently acknowledged within published timeframes.
- Whether escalation safeguards are sufficiently robust where compliant Stage One responses are not issued.
- Whether complaint investigations maintain visible independence following the structural move of the complaints team under Housing.
- Whether complaint performance data is scrutinised with the same rigour as operational metrics such as fire safety, voids or tenant satisfaction.
- Whether data usage practices in leasehold or enforcement matters are

governed by clearly documented policy and oversight. The minutes from November 2025 also record tenant frustration about difficulty contacting officers. My concern relates to what happens after contact is made; whether escalation pathways, review rights and complaint compliance are functioning as intended, and/or ignored.

Housing is currently operating under significant statutory, financial and regulatory pressure. In that context, procedural integrity, transparent reporting and independent oversight become even more important.

This is not about individual disputes. It is about ensuring that the governance framework around complaints is as strong as the framework around operational delivery.

Thank you.

Question 1 Complaint Acknowledgement Compliance

In light of the previously recorded 75% compliance rate with complaint timescales (Point B), what percentage of Housing Stage One complaints in Q4 2025 and Q1 2026 were acknowledged within the published policy timeframe? How many exceeded 10 working days before acknowledgement?

Question 2 Procedural Escalation Safeguards

Given the June 2025 maladministration findings involving procedural failures (Point C), what formal safeguard now exists to prevent residents from being procedurally blocked from escalating to Stage Two or to the Ombudsman where a compliant Stage One response is not issued?

Question 3 Independence of Complaint Investigations

Following the structural move of the complaints function under the Housing Division (*Point D*), who independently investigates complaints made about Housing Complaints Officers / Housing Officers themselves, and how is operational separation maintained to avoid perceived internal bias?

Question 4 Data Governance

What written policy governs the Council's use of Companies House or other external data sources in leasehold or enforcement matters, and has this practice been legally reviewed for proportionality and data protection compliance?

Question 5 Scrutiny Oversight of Complaint Trends

In August 2025, the Regulator identified the need for enhanced complaints handling and formalised reporting on learning from complaints (*Point A*).

The Commission routinely receives performance data on fire safety inspections, tenant satisfaction, void times and homelessness prevention

outcomes.

Does the Housing Scrutiny Commission now receive equivalent anonymised performance data on:

- Complaint acknowledgement breaches
- Stage One response timeliness and procedural compliance
- Instances where escalation was delayed due to non-compliant Stage One responses
- Ombudsman findings of maladministration relating to Housing
- Information governance or data protection incidents within Housing Services

If this data is not routinely reported to the Commission, could Members clarify why complaint compliance metrics are not scrutinised in the same way as operational performance indicators?

It was noted that responses had been sent to members and Mr Raja (appended).

73. PETITIONS

The Monitoring Officer reported that none had been received.

74. TENANTS SCRUTINY PANEL - VERBAL UPDATE

The Deputy City Mayor for Housing, Economy and Neighbourhoods introduced the item noting the following:

- The Housing Service had completed engagement activity 18 months ago.
- The Tenants Scrutiny Panel had required an expansion to include ongoing recruitment of members and a broader remit.
- It was recognised that including officers with broad knowledge of council matters was essential.

The Policy and Engagement Officer and Tenant Scrutiny Panel members provided a verbal update. The following was noted:

- There were now around 17 panel members attending meetings. Collaborative working was key.
- Panel members noted that the meetings were useful and had resulted in positive outcomes.
- Panel Members had interviewed prospective officers, participated in the HRA consultation, completed patch walks, provided feedback to the ASB Team and added digital inclusion into the vulnerability policy.
- It was hoped that a user-friendly booklet could be produced for the communities on damp and mould.
- For the pop-up events, alternative venues had been suggested to alleviate parking problems.

- Panel Members highlighted mutual benefits to members and the community of having the Tenant’s Scrutiny Panel. Becoming a member provided an outlet to engage with others, and to keep in touch with community matters.
- Engagement work with TPAS ([Tenant Participation Advisory Service](#)) was currently taking place and would lead to reforms by the summer of 2026.

In response to member questions and discussion, the following was noted:

- Members acknowledged the importance of the panel and thanked them for their contributions.
- Engagement work had included parent’s evenings at St Matthews Taylor Road School.
- The membership reflected a mixed demographic, with ongoing monitoring in place to identify any underrepresentation. Where gaps were identified, officers would take action to address them.

AGREED:

- 1) That members note the update.
- 2) That comments made by members of this commission to be taken into account.

75. WHO GETS SOCIAL HOUSING OCTOBER 1ST 2024 - SEPTEMBER 31ST 2025

The Director of Housing submitted a report providing an update to Members of the ‘headline’ Housing Register and Lettings data, relating to Leicester City Council’s Housing Register.

The Head of Service for Housing provided an overview of the report, key points to note were as follows:

- The number of households on the register remained relatively unchanged, being at 6200 on the last report and now standing at 6448.
- The number of homeless households remained similar with 35 less households now on the register.
- Social Housing Tenants accounted for 22% of those on the register which was slightly lower than before.
- The register was made up of 3 banding priorities, priority 1 being those with the highest need.
- Those in the most priority need accounted for 28% which was slightly lower this year.
- Band 2 applicants accounted for 32% of those on the register.
- Overcrowding remained the most common reason for joining the register, there had been a 2% reduction in applicants since last year.
- The Easy Move scheme facilitated mutual exchanges and was on track to meet targets.

- Demand for all types of accommodation was high and outnumbered supply.
- The Council also enabled housing associations to let through the Choice based Letting system, this accounted for 29% off all lettings and was an increase of 12% since the last period.
- For adapted accommodation there was no longer a disparity between fully wheelchair-accessible applicants on the housing register and lets achieved, representing a positive improvement.
- Waiting times were higher but there had been some success in this area.
- The highest demand was for property size was for 2 bedroom properties.
- The highest need was in Castle North Evington, the lowest was Knighton and Thurncourt.
- The number of lettings in the last 12 months had decreased by 6% but numbers were affected by large acquisitions.
- 89% of properties went to band 1, 8% to band 2 and 3% to band 3.
- 64% of all lettings were for those who were homeless or at risk.
- New parks and Belgrave had seen the most lettings.
- Average waiting times had remained largely consistent but had increased for band 1.

In response to member questions and discussion, the following was noted:

- Numbers for those in oversized properties could be provided to the commission.
- A summary of the Housing policy would be shared with the Tenant Scrutiny Panel.
- Those unable to apply online could make contact by the telephone to receive assistance to register.
- An auto-bid system was in place for those who did not have capacity to bid.
- Information on care leaver banding (for those from outside of the city) would be circulated to the commission, it was noted that care leavers from the City were allocated to the highest banding.
- Regarding bungalow allocation, the Local Lettings Policies scheme ensured that lettings were allocated in a fair, transparent and equitable manner. Where a bungalow was allocated to a tenant under 60 years of age, full consideration would have been given.
- Band changes occurred due to change of circumstance. Within each band, priority increased over time, giving applicants a greater chance of moving up the list; those at the top had typically been waiting the longest.
- The number of lets given to band 2 had reduced. Those in band 3, were often advised about going into private accommodation, whilst retaining their banding. A Discretionary Housing Payment (DHP) was available.
- The Council participated in a national scheme that enabled tenants to Exchange their accommodation with other tenants from other local authorities.

AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account.
- 3) Numbers for those in oversized properties could be provided to the commission.
- 4) Details on the Easymove House exchange scheme would be shared with the commission.
- 5) The proportion of care leavers from other local authorities coming to LCC would be shared with the commission.
- 6) A summary of the Housing policy would be shared with the Tenant Scrutiny Panel.

76. HOUSE BUILDING AND ACQUISITIONS UPDATE

The Director of Housing submitted a report to update members of the Housing Scrutiny Commission on our house building and acquisitions programmes.

The report was taken as read.

In discussions with Members and Tenant Panel Members, the following was noted:

- With regard to a query about Right to Buy (RTB) receipts and how the Council built up properties, it was clarified that the Council were still receiving some RTB receipts as Leicester had many people who wanted to buy their council houses. All active schemes up to 2027 had funding allocated. The Council were bidding for a part of the £27bn Homes England scheme to help part-fund future development. It was further noted that RTB receipts were now fully-allocated and the Council were ready to go into trusted partnership status with Homes England.
- Responding to a query about how projects avoided spiralling costs, it was explained that the Council were always looking for ways to reduce the impact, such as funding from Homes England, and other funding such as funding that had been received to develop a brownfield site. There was also funding available for decarbonisation and energy efficiency. It was important to ensure that projects were managed and viability assessments were done.

AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account.

77. HOUSING POP-UP OFFICE UPDATE - JANUARY 2026

The Director of Housing submitted a report providing an update on the latest review of the Housing Pop-up Offices.

The report was taken as read.

In discussions with Members, the following was noted:

- In response to points made about the location of the pop-up office at Porkpie Library, it was explained that this site was chosen as it could service residents of both Saffron and Eyres Monsell. It was important that places were picked that could service communities, and suitable council buildings were needed that could serve both main estates and pockets of housing. Whilst it would be desirable to service smaller community areas by using sites such as the Eyres Monsell Centre, there was a budget that needed to be worked within that came directly from the Housing Revenue Account (HRA). However, it was aimed to keep open the possibility of setting up offices that were more local.
- The Tenants' Scrutiny Panel had given positive feedback on pop-up offices, and it was aimed to make the pop-up offices permanent, and it was being looked at as to how to roll this out. Mapping had shown that residents were accessing offices from their locations. The Tenants' Scrutiny Panel would be asked where they thought it would be best to invest.
- In response to a query about the small sample size for the survey of 53 responses, it was noted that more data-collection had been asked for. The reasons for people's attendance at the office had been looked at. It would be looked to collect more data. It was clarified that the responses came from a survey, and in December there had been a focus on the HRA consultation, and there had now been 136 surveys completed and there had been a 98% satisfaction rate.
- Responding to queries about cost and resources, it was noted that officer resource was made use of, when led to time taken away from other aspects of the officers' roles, however, more officer resource had been agreed in the HRA budget to support pop-ups.
- It was noted that feedback had been taken back to the Executive and it had been ensured that communities were mapped and services were provided to them. It was necessary to think strategically about which services were going where.
- It was important to ensure that there were buildings in key places to serve housing stock. The multi-service hub model was recognised, however, it was also important to note that some services differed depending on their communities. There could be benefits to combining services, but it was necessary to be strategic.
- With regard to opening times, these were limited with resources, however, there were other channels outside of opening times such as online and via telephone. It was necessary to open at the times which were busiest and which received the most enquiries. Timings had been

adjusted from 11am-3pm and were now 10am-2pm as people had expressed that they needed to attend earlier, for example, to tie in with school drop-off.

- Most people became aware of the f the hubs, through word-of-mouth, although information was sent out with rent letters, promoted online and through ward councillors. It was aimed to send out further communications via social media.
- Council tax staff had been asked to attend the pop-ups to assist residents. They had not been able to attend so far but had given numbers by which they could be contacted.

AGREED:

- 1) That the presentation be noted.
- 2) That comments made by members of this commission to be taken into account.

78. WORK PROGRAMME

It was noted that the next meeting would be held on 21st April.

The work programme was noted.

79. ANY OTHER URGENT BUSINESS

There being no further items of urgent business, the meeting finished at 19:22.

Statement and Responses to Questions

STATEMENT FROM A MEMBER OF THE PUBLIC

[Start of public statement]

Chair and Members of the Commission,

I am writing not to raise an individual complaint, but to draw attention to potential systemic governance risks within Housing; particularly in relation to complaints handling, procedural compliance and oversight transparency.

In August 2025, the Regulator of Social Housing identified gaps under the Transparency, Influence and Accountability standard, including enhanced complaints handling and formalised reporting on learning from complaints (*Point A*). In the same meeting, it was recorded that complaints were approximately 75% compliant with response timescales (*Point B*).

In June 2025, this Commission also considered an LGSCO maladministration finding relating to Housing procedural failures, including failure to notify statutory review rights and delays in responding to suitability concerns (*Point C*).

Since then, the corporate complaints function has been moved under the Housing Division itself (*Point D*), and a Regulator of Social Housing Oversight Board has been established reporting to Executive, with an intention to provide updates to Scrutiny (*Point E*).

Taken together, these developments highlight that complaint handling and procedural compliance are not peripheral matters; they are central governance risks.

My concern is not about disagreement with outcomes. It is about structural integrity. Specifically:

- Whether Stage One responses are consistently acknowledged within published timeframes.
- Whether escalation safeguards are sufficiently robust where compliant Stage One responses are not issued.
- Whether complaint investigations maintain visible independence following the structural move of the complaints team under Housing.
- Whether complaint performance data is scrutinised with the same rigour as operational metrics such as fire safety, voids or tenant satisfaction.
- Whether data usage practices in leasehold or enforcement matters are governed by clearly documented policy and oversight.

The minutes from November 2025 also record tenant frustration about difficulty contacting officers. My concern relates to what happens after contact is made; whether escalation pathways, review rights and complaint compliance are functioning as intended, and/or ignored.

Housing is currently operating under significant statutory, financial and regulatory pressure. In that context, procedural integrity, transparent reporting and independent oversight become even more important.

This is not about individual disputes.

It is about ensuring that the governance framework around complaints is as strong as the framework around operational delivery.

Thank you.

[End of public statement]

QUESTIONS AND RESPONSES

The questions below were submitted alongside the statement, and the Council's responses are provided below each question.

Question 1 Complaint Acknowledgement Compliance

In light of the previously recorded 75% compliance rate with complaint timescales (Point B), what percentage of Housing Stage One complaints in Q4 2025 and Q1 2026 were acknowledged within the published policy timeframe?

How many exceeded 10 working days before acknowledgement?

Answer to Question 1

From October to December 2025, 94.8% of stage one complaints were acknowledged by the Council within five working days. There were eight stage one complaints that exceeded 10 working days before the Council acknowledged them.

Information for March 2026 is not available yet, but for January to February 2026, 98.3% of stage one complaints were acknowledged within five working days and no stage one complaints exceeded 10 working days before acknowledgement.

Question 2 Procedural Escalation Safeguards

Given the June 2025 maladministration findings involving procedural failures (Point C), what formal safeguard now exists to prevent residents from being procedurally blocked from escalating to Stage Two or to the Ombudsman where a compliant Stage One response is not issued?

Answer to Question 2

In the June 2025 maladministration report there were no findings of residents being "procedurally blocked from escalating to Stage Two or to the Ombudsman." In addition, it should be noted that members were satisfied that the LGSCO recommendations from the report had been implemented successfully.

Information on how to escalate complaints is publicly available on our website via the following link: [Give feedback about Leicester City Council | Leicester City Council](#) and is included in relevant correspondence. Complainants are always able to request escalation to stage 2 if they feel the complaint has not been resolved at stage 1. Likewise, they can refer to the appropriate ombudsman where they feel a complaint has not been resolved at stage 2.

Question 3 Independence of Complaint Investigations

Following the structural move of the complaints function under the Housing Division (*Point D*), who independently investigates complaints made about Housing Complaints Officers / Housing Officers themselves, and how is operational separation maintained to avoid perceived internal bias?

Answer to Question 3

Complaints made about staff are dealt with under the Council's HR policies and procedures. This includes (where appropriate) an investigation by an independent manager from outside the service area who is supported and advised by a HR advisor. In addition to this, we have recently created a new position of Complaints Manager to directly oversee the staff within the complaints team to ensure high standards and consistency of the service provided to residents.

Question 4 Data Governance

What written policy governs the Council's use of Companies House or other external data sources in leasehold or enforcement matters, and has this practice been legally reviewed for proportionality and data protection compliance?

Answer to Question 4

There is no formal policy in place, however staff are trained in safe and secure processing of data. Information that is freely in the public domain (such as Companies House information) is available for staff to use and act on where it is the interest of the Council and / or the Council deems it is in the vital interest of an individual. Where staff are unsure of the legality of such action, they refer it to their manager and where appropriate advice is taken from the Council's Information Governance and Risk Team.

Question 5 Scrutiny Oversight of Complaint Trends

In August 2025, the Regulator identified the need for enhanced complaints handling and formalised reporting on learning from complaints (*Point A*).

The Commission routinely receives performance data on fire safety inspections, tenant satisfaction, void times and homelessness prevention outcomes.

Does the Housing Scrutiny Commission now receive equivalent anonymised performance data on:

- Complaint acknowledgement breaches
- Stage One response timeliness and procedural compliance
- Instances where escalation was delayed due to non-compliant Stage One responses
- Ombudsman findings of maladministration relating to Housing
- Information governance or data protection incidents within Housing Services

If this data is not routinely reported to the Commission, could Members clarify why complaint compliance metrics are not scrutinised in the same way as operational performance indicators?

Answer to Question 5

Annual information on the performance of the complaints service is submitted to the Audit and Governance Committee during August / September. From 2026, this report will also be presented to the Housing Scrutiny Commission to provide additional oversight of complaints handling and performance.

Provider Improvement Plan Update Report

Period ending December 2025

Lead Member Briefing: 19 January 2026

HEN Board: 4 March 2026

Housing Scrutiny Commission: 21 April 2026

Lead director/officer: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Nick Griffiths
- Author contact details: Ext 37 6258. Nick.griffiths@leicester.gov.uk
- Report version number: Ver 3.0 (final)

1. Summary

- 1.1. This briefing paper is to update the Lead Member for Housing and the City Mayor on the progress made on the housing division's Provider Improvement Plan (PiP).
- 1.2. In May 2025, the Regulator of Social Housing (RSH) carried out a routine inspection of Leicester City Council's Housing Division and the division was given a consumer grading of C3. The inspection process and reasons for the grading have been subject to previous reports.
- 1.3. Following the regulatory judgment outcome, the division is now in the "provider engagement phase" where we are subject to an increased level of intervention and scrutiny from the RSH.
- 1.4. The division meets on a regular (currently monthly) basis with the RSH's engagement team, where progress against the PiP is discussed. As part of this process, the division provides the RSH with information, data and other material in advance of the meeting to evidence and provide assurance of progress against targets and milestones.
- 1.5. The aim of the division is to achieve compliance with the consumer standards (i.e. a C2 or above rating) within a reasonable period of time. The PiP is a robust document, which sets out clear milestones, timelines and actions to achieve compliance and address areas of weakness identified by both the division in the self-assessment carried out in 2024 and in the RSH's regulatory judgement in July 2025.
- 1.6. At this stage, it is not known how long the engagement phase will last, but it is thought that once the RSH is assured that the division is compliant (or working towards compliance) with the standards, then the engagement will become less frequent and intensive.

2. Recommended actions / decisions.

- 2.1. That the report and progress against the PiP is noted.
- 2.2. The timetable for future reports is agreed.

3. Scrutiny / stakeholder engagement.

- 3.1. This report is the first in a series of regular updates to the Lead Member for Housing and the City Mayor. Updates will also be provided to Housing Scrutiny Commission and Tenant Scrutiny Panel.
- 3.2. The draft timetable for updates is as follows:
 - 3.2.1. January: quarterly updates to LMB and CMB

- 3.2.2. April: update to LMB and CMB. This report then forms the bi-annual update to be provided to Tenant Scrutiny Panel (TSP) and Housing Scrutiny (HSC).
- 3.2.3. July: quarterly update to LMB and CMB
- 3.2.4. October: update to LMB and CMB, biannual report to TSP and HSC
- 3.3. Subject to agreement this pattern will commence in January 2026 and be repeated for 2027 and subsequent years if required.
- 3.4. Once the division archives compliance, these updates may no longer be needed, and scrutiny, oversight and governance will be delivered through business as usual.

4. Background and options with supporting evidence.

- 4.1. This report concentrates on the progress made against the PiP (provider improvement plan) which was drawn up following the publication of the grading judgment.
- 4.2. The PiP has 26 individual actions, which are thematically grouped, and each is linked to one of the four consumer standards. Some of the individual actions have an interdependency, so cannot be completed until another specific action has been completed.
- 4.3. The action outcomes are:
 - 4.3.1. Safety and Quality Standard: Stock quality and decency
 - **SQ01.** Up to date evidenced understanding of the condition of all homes [by carrying out a HHSRS inspection of the property]
 - **SQ02.** Use the information (above) to accurately report on the Decent Homes Standard
 - 4.3.2. Safety and Quality Standard. Repairs and Maintenance
 - **RM01.** Address the out of category repairs
 - **RM02.** Improve transactional survey response rates for responsive repairs.
 - **RM03.** Address the outstanding and overdue works for damp and mould.
 - **RM04.** Improve reporting for damp and mould processes (note: RM03 and RM04 are being treated as one amalgamated action)
 - **RM05.** Establish and agreed frequency for reporting to members on repairs performance.
 - 4.3.3. Safety and Quality Standard. Health and Safety (H&S)
 - **HS01.** Undertake a programme of five-year EICR (electrical compliance) testing for all domestic properties
 - **HS02.** Complete the data validation exercise for asbestos in communal areas
 - **HS03.** Introduce timescales and programme of checks for water safety.
 - **HS04.** Improve the reporting system for fire safety inspection

- **HS05.** Improve oversight and reporting of all H&S outcomes and performance.
- 4.3.4. Neighbourhood and Community Standard. ASB and Hate Incidents.
- **ASB01.** Improve the way service standards and performance information about ASB is published.
- 4.3.5. Tenancy Standard. Mutual exchanges.
- **MEX01.** Review the mutual exchange policy
- 4.3.6. Transparency, Influence and Accountability Standard. Right to request information
- **DIV01.** Improve the way that the right to request information in a variety of formats is communicated to tenants
- 4.3.7. Transparency, Influence and Accountability Standard. Fairness, respect and diverse needs
- **DIV02.** Regularly assess if services are access fairly by all demographics
- 4.3.8. Transparency, Influence and Accountability Standard. Information.
- **INF01.** Consider what information is shared with tenants, in what format, and how frequently
 - **INF02.** Information should be provided in a variety of formats and languages
- 4.3.9. Transparency, Influence and Accountability Standard. Engagement.
- **ENG01.** Taking tenant views into account in decision making
 - **ENG02.** Establish the Tenant Scrutiny Panel
 - **ENG03.** Ensure demographic representation of tenants on local estates and on TSP
- 4.3.10. Transparency, Influence and Accountability Standard. Complaints
- **CPT01.** Ensure that the company policy is published and the information on how to make a complaint is consistent
 - **CPT02.** Improve reporting on complaints
 - **CPT03.** Improve internal reporting (oversight and scrutiny) of complaints
 - **CPT04.** Improve reporting on complaint outcomes and service improvements as a result of learning are communicated to tenants
 - **CPT05.** Improve the ICT solution for complaints and provide an enhanced suite of reports
- 4.4. Each action has associated milestones, timelines and outcomes
- 4.5. A responsible person has been assigned to each specific action, alongside the accountable person, who will be consulted and who will be informed about progress and outcomes.
- 4.6. Progress is measured in two ways:

- 4.6.1. Firstly, though a RAG rating, to measure if the action is on track against the predicted milestones.
- 4.6.2. Secondly, if the outcome of the action has been fully completed.
- 4.7. To expand on this as an example. For RM01 the action plan is to reduce the number of out of category repairs to zero by December 2026. If the action is on track, it is rated green, but the outcome has not been achieved so this will remain red until there are zero outstanding out of category repairs.
- 4.8. The action plan is overseen by a project board, chaired by the Strategic Director of CDN.
- 4.9. Currently, the Division meets with the RSH on a monthly basis to report on progress on the action plan. with meetings scheduled up to and including March 2026. The meetings are attended by two or three members of the RSH, and the Divisional Director, Heads of Service and Programme Manager from the council.
- 4.10. Approximately one week prior to the meeting, the RSH provide an agenda for the main items they want to discuss. To date this has focussed mainly on performance for repairs (RM01), electrical safety (HS01), stock condition surveys (SQ01), damp and mould (RM03) as well as complaints (CPT01-05).
- 4.11. The division uploads evidence (including the most up to date copy of the PiP) and additional material through the NROSH portal five working days before the engagement meeting.
- 4.12. Speaking to other landlords in the engagement period, it appears that as the RSH gains assurance with the provider's ability to become compliant with the consumer standards, the frequency of meetings reduces. At this stage, it is not known how long the monthly meetings will continue for.
- 4.13. The RSH has indicated that it may not be necessary to wait until the next cyclical inspection to review the consumer grading as they may review the outcome during the engagement period. However, the RSH have been conducting inspections since April 2024, and, to date, only one report has been seen which indicate that a provider has been up-graded during the engagement phase (conversely, there has also been one instance of a landlord being downgraded to C4 during the RSH intervention phase). It is therefore unclear if or when the division will obtain a C2 (or above) consumer grading nor by what method.
- 4.14. As some of the outcomes have timescales which are measured in years (for example, carrying out stock condition surveys and EIRC checks over a five-year period) it will not be possible to fully complete the action during the engagement phase, but it will be possible to provide evidence and assurance that the division is on track to achieve the full outcome.

5. Action plan progress.

- 5.1. A summary of the action progress as of 31 December 2025 is given below.
- 5.2. Of the 26 Actions, five are fully complete, these being HS02, HS03, MEX01, ENG02 and CPT01
 - 5.2.1. HS02 – finish the resurveying (data validation) exercise for asbestos in communal spaces. This action was completed on site in September 2025, and all communal areas have had validation checks carried out. Annual

business as usual checks by the Building Responsible Officer (BRO) have commenced.

- 5.2.2. HS03 - introduce timescales for water safety checks. The Water Safety management standard has been updated with timescales and frequencies of checks.
- 5.2.3. MEX01. The mutual exchange policy has been updated, and the revised version is now in use
- 5.2.4. ENG02. The TSP has been established, and the engagement team recruited.
- 5.2.5. CPT01. The information on how to make a complaint contained in the policy has been reflected on the website.
- 5.3. No actions are rated as red.
- 5.4. There are seven actions rated as amber. All progress is kept under constant review though the operational group meetings overseen by the divisional director.
 - 5.4.1. RM01 – reduction in out of category day to day repairs. While there has been a steady reduction in the number of repairs, in line with predictions, it must be noted that during the winter months demand on the responsive repairs service can fluctuate unexpectedly due to adverse weather conditions, and the division has also considered an increase in demand due to more defects being identified during stock condition surveys alongside the demands placed on all social landlords by the introduction of Awaab’s Law. In January 2026, it is planned that new contractors will commence on site which will increase capacity, the status of the action will be kept under constant review.
 - 5.4.2. RM03 – damp and mould processes and reporting. The number of outstanding damp and mould (D&M) cases increased during November 2025, mainly due to the increased responsibilities placed on the division as a result of Awaab’s Law. This resulted in an increase of reported cases by 160% when compared to the same period in 2024. Additional resources have been identified to increase capacity within the internal and external teams.
 - 5.4.3. HS04 and HS05 – improve reporting for fire safety and H&S overall. These two actions are interrelated and have common dependencies. The ability to improve reporting on all H&S is depended on the introduction of the IT System module NEC Risk Module. During the set up process and testing in November/December several bugs and ICT issues were identified. Each issue is being resolved in real time, which can result in delays. This is not unusual when implementing a new ICT solution, and the timeline, whilst slightly delayed, is still on track for go-live in April 2026. The actions are rated amber as insurance in case there is a repetition of an existing bug, or a new unknown issue comes to light.
 - 5.4.4. INF01 – what information is shared with tenants. There have been delays in the recruitment process for a dedicated member of staff which are due to corporate resourcing issues. It was anticipated that recruitment would be complete by the end of 2025, but this has been pushed back to spring 2026. However, work is ongoing on the workstream to identify best practice and to co-design the content of communication and performance information with the Tenant Scrutiny Panel.
 - 5.4.5. CPT02 – information on complaint outcomes and learning is shared with tenants. This action is linked to INF01 (above)

- 5.4.6. CPT05 - improve the ICT solution for complaints. Some delays with scoping and designing a bespoke ICT solution have been encountered.
- 5.5. The remaining 13 actions are rated as green, so they are all on track against the predicted milestones and timelines.
- 5.5.1. SQ01 & SQ02. The organisational review in Technical Services has been completed. Full stock condition and HHSRS inspections commenced in April 2025, with 1998 being complete by 31 Dec 2025 (10.4% of stock). Recruitment of staff is underway to the new asset team to increase capacity to carry out approximately 3,900 surveys per annum and achieve full compliance by the end of 2029. Please note, carrying out a survey is dependent on the co-operation of the tenant to allow access. Based on peer benchmarking an access rate of 85% is considered to be excellent. It is therefore anticipated that the division will not reach a true access rate of 100% of properties without enforcement or intervention. A divisional no-access strategy and policy statement is currently being designed.
- 5.5.2. RM02. The division has agreed a new approach to carrying out transactional surveys. The question sets which were in use previously, are being re-written with a view to roll out in early 2026 for responsive repairs. This will be accompanied by promoting the use of surveys to increase return rates to the initial target of 20%. It is hoped that that the revised approach will be rolled out to other service areas during 2026
- 5.5.3. RM05. The timetable for reporting on D&M will be agreed with HSC in April 2026
- 5.5.4. HS01. The rolling programme of carrying out EICR check to homes has commenced. To date, 6,189 or 32.3% of domestic properties have a valid EICR. The target is to complete approximately 430 per month in the longer term to achieve full compliance by December 2028. During Aug-November 2025, contractors and internal resources were being mobilised and increased to achieve compliance. Further resources will be available in early 2026. The situation will be kept under review in early 2026 to increase outcomes. Please note, the same caveat on access in SQ01 applies to EICR checks. The division will need to consider what, if any, enforcement action needs to be taken to achieve 100% compliance alongside a targeted communication plan.
- 5.5.5. ASB01. Revised service standards have been agreed with the TSP and published in December 2025. Future performance reporting will be against these standards and will form part of the “business as usual” information provided to tenants. This outcome is linked to INF01/INF02.
- 5.5.6. DIV01. Work is underway to re-introduce translation straplines onto standard letters. The website will also be updated to reflect the right of tenants to request information in different formats in due course (following the lifting of the moratorium on new content on the revised external site). Work has started on mapping out the language preferences for each area / estate based on the 2021 census return. This will allow the division to better target areas with information on the availability of information in different formats. The division is also exploring the use of technology to offer more bespoke translation services
- 5.5.7. DIV02. In Q4 of 2025/26 the division plans to run a series of reports on the most common areas of service requests and compare this to the existing demographic information held on the NEC system. These reports will be

analysed and refined with view to carrying out more regular interrogation on service requests in the future. In addition, it is planned that in 2026/2027 the demographic information held on each tenancy will be checked and verified through the annual gas safety/smoke alarm check process. This will provide more robust base information as a comparator to ensure strong equal service access.

- 5.5.8. INF02. The timescale for completion of this action is September 2026. The Information and Communication Co-ordinator will pick up this action as a priority task once recruited
 - 5.5.9. ENG01 & ENG03. The engagement team is now established, and regular monitoring of the demographics of tenants accessing the Pop Ups, members of the TSP and tenants who access other engagement activities is underway.
 - 5.5.10. CPT02 & CPT04. Improvements to the complaints service is subject to a separate and detailed action plan. This will be the subject of a separate report. For completeness, the ICT requirements have been mapped out, and a new system is being designed. Recruitment of the Complaint Manager has been completed. Alongside the knowledge of what improvements are required gleaned from both internal reviews and Ombudsman determinations a service analysis is being carried out and the outcome of this will inform the improvement action plan.
- 5.6. Further updates will be provided (as set out above) on a quarterly basis to the Lead Member and the City Mayor. The next update will be April 2026, which is proposed to also be subject to scrutiny by the TSP and HSC.

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

6.1 Financial implications

The additional financial cost associated with improved compliance is reflected quarterly within budget monitoring reports, notably in relation to repairs and damp/mould remediation. Additional budget provision is made within the draft HRA Budget report for 2026/27, including £2.1m for legislative and regulatory pressures.

Signed: Stuart McAvoy – Head of Finance

Dated: 14th January 2026

6.2 Legal implications

No specific legal implications to be noted, save for to ensure continued effective engagement with the RSH to prevent further action.

Signed: Shazmina Ghumra (Principal solicitor)

Dated: 12 January 2026

6.3 Equalities implications

Our Public Sector Equality Duty (PSED) requires us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those who share a

protected characteristic as defined by the Equality Act 2010 (sex, sexual orientation, gender reassignment, disability, race, religion or belief, marriage and civil partnership, pregnancy and maternity, age) and those who do not. The Council also has an obligation to treat people in accordance with their Convention rights under The Human Rights Act, 1998.

This paper provides an update on the housing division's improvement plan (PiP) following the routine inspection carried out by the Regulator of Social Housing (RSH). The PiP update should have a positive impact on people from across a range of protected characteristics by ensuring the consumer standards are being effectively implemented and monitored. PiP actions include ensuring our tenancy information is up to date taking into account the demographic profile for each area and information is in accessible formats and the option to have information translated to meet the language needs of tenants is to be provided. These should help to ensure that tenants have improved access to services and are able to raise any issues/concerns in a timely manner.

Signed: Sukhi Biring, Equalities Officer

Dated: 8 January 2026

6.4 Climate Emergency implications

Housing remains the biggest source of Leicester's direct carbon emissions, with the use of gas boilers for heating and hot water being the biggest contributor to those emissions. To reach net zero emissions, work will need to continue to make housing more energy efficient and, over time, to replace gas boilers with electric forms of heating.

As a major landlord in the city, the council has an opportunity to support the decarbonisation of housing by ensuring that the investment it makes in the council housing stock aligns with net zero. For the existing stock, in the immediate future, this means continuing to improve thermal performance, using knowledge of the stock to focus on homes performing less well – as identified in a previous report. In recent years this has included programmes to top up loft insulation and to install external wall insulation to solid wall homes. This all contributes to meeting required standards for quality, while helping keep tenants' energy bills down. It also helps prepare the housing for the future introduction of electric heating, which for most houses is likely to be heat pumps. The council is already future-proofing new council housing currently being built, by building to high standards of energy efficiency and fitting air source heat pumps and solar panels.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 7th January 2026

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

7. Background information and other papers:

8. Summary of appendices:

9. 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)?

10. Is this a “key decision

No

Hazards in Housing – Summary Report in relation to LCC's response to Awaab's Law

Housing LMB: 29/09/2025

HEN Board: 26/11/2025

Housing Scrutiny Commission: 21/04/2026

Lead Member: Councillor Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Nilkesh Patel
- Author contact details: Ext 37 2505 (Nilkesh Patel)
- Report version number: Ver 1.0

1. Summary

- 1.1. This report outlines the requirements of Awaab's Law and sets out the division's arrangements to comply with the regulations underpinning Awaab's law.
- 1.2. Phase 1 of Awaab's Law came into force on 27th October 2025 with accompanying non-statutory guidance. From the commencement date, Social Landlords were required to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants. The Regulations set out time frames within which to address those hazards. While the sector has been aware of the impending implementation of phase 1 of Awaab's Law, it was only in early July 2025 that the government announced the commencement date of 27 October 2025 and released draft guidance. It is worth noting the commencement date fell when there is a seasonal increase in the number of calls for service on all aspects of the repair service.
- 1.3. The requirements of Awaab's Law (phase 1) from 27 October 2025 was for all emergency hazards and all damp and mould hazards
- 1.4. From October 2026 (phase 2), the regulations will be extended to cover hazards which present a significant risk of harm, including excess cold and heat, falls, fire and electrical hazards, domestic and personal hygiene and food safety.
- 1.5. In 2027, phase 3 of the regulations will cover all Housing Health and Safety Rating System (HHSRS) hazards (apart from overcrowding) where they present a significant risk of harm.
- 1.6. Delivering the requirements of Awaab's Law posed several challenges to the division, notably in ensuring adequate resource was in place to deliver the outcomes within the specified timescales. A phased approach to meeting the requirements was taken as set out in section 2, considering the risks and issues highlighted in section 6.
- 1.7. This was a significant change in operational delivery within the division and in relation to repairs and technical services, which included key timescales to deliver against. The division was not able to deliver all of the requirements it had set itself in October 2025. This was because priority had to be given to reducing out-of-category repairs, recruiting additional resources, implementing an ICT solution, and devising reporting mechanisms. The requirement of creating, testing, and using new works orders was delayed as the division was/still is procuring a new mobile working solution.
- 1.8. The announcement came during the system procurement process, and the system specification did not cover the solution needed to deliver all of Awaab's Law. Due to a potential change in the mobile working solution, the division was not able to make any amendments to the existing system, Total Mobile, resulting in an inability to develop an end-to-end ICT solution in the short term.
- 1.9. The phased approach allowed the division to meet the requirements of Awaab's Law. This approach had to be balance with undertaking outstanding repairs which the division is working through and reduced. Placing an additional burden on the

team risked failure to deliver outcomes and potential intervention by the Regulator of Social Housing (RSH).

- 1.10. The overarching principle of Awaab's Law is to remove hazards and reduce risk to tenants and their households. The division demonstrated commitment to full compliance by implementing the initial part of the regulation, i.e., removing the hazard within timescales, while working towards meeting all requirements within reasonable timescales.

2. Recommended actions / decisions.

- 2.1. The contents of the paper are noted.
- 2.2. The recommendations set out in the original report have been put in place. The phased approach to the implementation of Awaab's Law has been approved and enacted. All actions as per 2.5 are being carried out, including responding to emergency hazards within 24 hours, significant hazards related to damp and mould within 5 working days, technical inspections within 10 working days, and providing written reports to tenants within 3 working days where needed. We are actively working on the actions in 2.6, with a review of our approach currently taking place to ensure ongoing compliance and continuous improvement.
- 2.3. The recommendation was that the implementation of Awaab's law is carried out on a phased basis. This would allow the division time to recruit additional staff, implement a revised process, design an ICT solution, carry out staff training and fully understand the additional pressures which may be created by the regulations.
- 2.4. Note that in the short term, a team of cleaners has been recruited who can carry out removal of mould from surfaces, treat and stain block.
- 2.5. From 27 October 2025 Housing complete all:
 - 2.5.1. Emergency hazards within 24 hours
 - 2.5.2. Significant hazards (relating to damp and mould) within 5 working days where applicable.
 - 2.5.3. Carry out Technical Inspection within 10 working days
 - 2.5.4. Provide a written report to the tenant within 3 working days (where needed)
- 2.6. From April 2026, we will:
 - 2.6.1. Review the approach taken to ensure it is meeting the requirements of Awaab's law
 - 2.6.2. Repairs will start to work towards ensuring all works are started within 12 weeks of them being reported as mentioned in section 4.3.6.

3. Scrutiny / stakeholder engagement.

3.1. At the time, the need to change working practices was a regulatory requirement. The Tenancy Scrutiny Panel was consulted on the regulatory changes and the content of tenant correspondence with the panel welcoming comments and input. The approach was approved with a view at reviewing this in the summer of 2026. Oversight on performance was incorporated into regular senior management reporting. The revised process was agreed through a series of workshops which included staff from all relevant sections.

4. Background and options with supporting evidence.

4.1. Awaab's Law, formally the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, was introduced following the tragic death of Awaab Ishak due to mould exposure. Draft guidance was published in July 2025, providing a baseline for compliance.

4.2. Key requirements:

- Landlords must investigate potential emergency hazards and, if confirmed, undertake relevant safety work within 24 hours to make the property safe.
- Potential significant hazards must be investigated within 10 working days.
- Tenants must receive a written summary of findings within 3 working days of an investigation concluding.
- If a significant hazard is identified, safety work should begin within 5 days, and further works must start within 12 weeks of the hazard being made safe.
- All works must be completed in a reasonable period.
- Tenants should be provided with suitable alternative accommodation where required and kept updated throughout the process.

4.3. The terms “emergency hazard” and “significant hazard” have a specific meaning within the regulations and can be summarised as:

- “Emergency hazard” means one posing an imminent and significant risk of harm to tenant health or safety (e.g., gas leaks, broken boilers, significant damp and mould).
- “Significant hazard” means one posing a significant risk of harm dependent on the nature of the hazard and tenant vulnerability. A risk matrix approach was adopted to guide these determinations.

4.4. Most, if not all, emergency hazards (other than damp and mould) are already covered in other requirements, including in the Landlord and Tenant Act, the Right to Repair Regulations (1994) and Home Health and Safety Rating Scheme (HHSRS). These repairs are already dealt with under the division's existing emergency (make safe) process, so the impact to Awaab's Law was not adversely significant, except for the new requirement to commence any associated work within 5 working days (see section five below)

4.5. Determining what is, and what is not, a significant hazard is still subjective and depends on a number of factors. For example, a property may have mould growth in the living room of under 2m² and the tenant has no known health issues. In this case there may not be an emergency hazard, but treatment would still be needed within

reasonable timescales The same area of mould growth in a bedroom occupied by a child under 14 could be dealt with as a significant hazard, or, if the child has asthma or another condition which increases their risk of harm, potentially an emergency hazard. The division is using a risk matrix approach (as set out in section five below)

- 4.6. Once a tenant (or their representative) has made a report to the division, an investigation must take place. The regulations set out that the initial investigate can take place remotely, but the division felt that it is in the best interest of both the tenant and the landlord that a physical inspection takes place following an initial triage.
- 4.7. An emergency investigation must take place within 24 hours of the landlord becoming aware. At the point of receiving a report, the division will use all available information to determine whether any hazard is significant or an emergency. Receipt of a report is not the sole determinate of the 24 hour time frame.
- 4.8. Built into the regulations is the defense of “reasonable endeavor” if a landlord can demonstrate they have used all reasonable endeavors to comply and it has not been possible for genuine reason out of their control. This will include where the tenant does not co-operate with requests or denies access. It is therefore imperative that as a division we keep contemporaneous records of all actions taken within our administrative systems.

5. Detailed proposals and considerations.

- 5.1. At present, the Housing Division provides a good day-to-day repairs service. This is evidenced through our transactional surveys which convey a 94% satisfaction level once a repair has been completed. The survey is undertaken in respect of all repairs reported and does not specifically relate to those falling within Awaab’s Law. The division completes 90% of all emergency repairs reported within 24 hours and any exceeding the timeframe are made safe and completed the next working day. Any emergency health and safety hazards identified following a damp inspection are addressed by cleaning contractors or council operatives as soon as practicably possible. This may include cleaning the mould or carry out remedial works. Any work we undertake will be aimed at removing any immediate health risk to f our tenants. In very extreme and rare situations, housing officers may arrange for tenant to be decanted to another property whilst we carry out work as per business-as-usual processes. The division is confident that the processes it has implemented meet the requirement relating to emergency hazards as set out in Awaab’s Law.
- 5.2. With Awaab’s Law coming into force, the division completed a comprehensive review of the end-to-end process to deal with repairs under phase I of the regulations.
- 5.3. This is now the current process undertaken when damp and mould is reported to meet Awaab’s Law requirements:

- 5.4. Tenants are encouraged to report via an online tool, or via an internal e-form for call centre reports.
- 5.5. On receipt of a report an initial triage assessment is undertaken. If a report lacks photographs, contact is made to obtain them.
- 5.6. If a potential hazard is identified, an inspection is booked within 10 working days.
- 5.7. Where access is not granted after three attempts, the matter is referred to Tenancy Management for further investigation, or support as appropriate.
- 5.8. If an emergency hazard is discovered, remedial work is carried out within 24 hours to make the property safe. If not possible, alternative accommodation is offered.
- 5.9. For significant hazards, work is planned or started within 5 working days, including preparatory steps such as arranging specialist contractors. If work cannot start within 5 days, alternative accommodation is offered.
- 5.10. Once the immediate hazard is made safe, further works are completed within a reasonable period.
- 5.11. Some scenarios to outline the current process are mentioned below:

Scenario – Social landlord making property safe following an emergency hazard thereafter following up with preventative works

The tenant reported issues with damp and mould to the landlord. The problem was widespread and most severe in the only bedroom, particularly from the window area extending behind the bed. The tenant also informed the landlord that she was pregnant and experiencing symptoms such as wheezing and shortness of breath.

*Based on the initial report, the landlord assessed the situation as a potential emergency hazard requiring further investigation to determine the extent and cause. Accordingly, the landlord arranged for an alternative accommodation to be provided to the tenant in order for a contractor to attend within **24 hours** to investigate the emergency hazard and take action to make the property safe. The contractor visited early the next working day*

In this scenario, a reasonable landlord would likely have classified the issue as an emergency hazard, based on the location of the mould, the contractor's investigation findings and the tenant's reported vulnerability and symptoms. The presence of mould in areas such as bedrooms or living spaces, particularly where those with pre-existing health conditions reside, poses a serious and immediate risk to health.

Scenario: Social landlord making a property safe and following up with preventative works

The tenant reported damp and mould in their property, a one-bedroom flat located on the top floor of a converted house. This has increased following heavy rainfall during the winter months and the tenant had reported that several roof tiles had been displaced. The landlord identifies this as a potential significant hazard and schedules an investigation within 10 working days. The investigation finds that the damp and mould is being exacerbated by the damage to the roof, which will require scaffolding to fix.

In the scenario described, the landlord would need to take action to make the property safe within 5 working days, which could be undertaking a mould wash to remove the immediate hazard. They will also need to start work to fix the damage to the roof to prevent the hazard recurring in the same time period. In this scenario the landlord may not be able to start the work straight away if scaffolders are not

available, so they should take steps towards this happening within 5 working days by booking scaffolders and other contractors to start as soon as reasonably practicable, and within 12 weeks of the investigation concluding.

- 5.12. From October 2025, the division has been working hard to meet the stipulated 5-day timescale for significant hazards. This is despite a 100% increase in the number of reports compared to original projections (approx. 400 jobs being reported monthly), which has provided significant challenges in meeting demand.
- 5.13. The division keeps tenants informed through existing business processes, and a risk matrix was developed for initial assessment (see appendix A). The assessment considers each case on its own merits and Vulnerability of a tenant will always be taken into account.
- 5.14. Additional resources were allocated, including merging voids and damp teams, consisting of multi trade operatives, painters and plasterers, and recruiting mould cleaners. A specialist provider was procured for mould washing and cleaning, and an internal team of four cleaners was recruited to support the Damp/Voids area. A £170,000 growth budget was approved in 2026/27 to support these efforts. Due to the marked increase in the number of reports, the division is exploring various opportunities to increase internal and external resource capacity to support its work. A further £2.1m budget was approved in 2026/27 to support procurement of a void's contractor. This would free up resources to work on damp and mould issues and to support the responsive repairs team with reducing outstanding works
- 5.15. In the longer term, the division will be analysing the potential impact of phases II and III of Awaab's law in 2026. Ongoing improvements to processes and reporting continue as more hazards come under scope.
- 5.16. Appendix B details the process and timeframes a report of damp and mould takes through to remedial works completed. This has been in place since October 2025.

6. Risks and issues

- 6.1. As set out above, a phased approach was introduced. This has proved to be more realistic and has led to compliance with the regulations i.e. to deal with emergency hazards within the timescales as this helped remove the immediate danger / risk to the tenant.
- 6.2. It should be noted that once Awaab's Law was implemented on 27 October 2025, there was heightened publicity in national and local media, which resulted in an influx of new and repeat requests which placed additional pressure on an already stretched team.
- 6.3. In addition, the winter months approached us resulting in the busiest time of year for reports made on a number of issues including damp and mould as well as other repairs related to wet weather (roof leaks, blocked gutters etc)
- 6.4. Risks remain present and continue to be actively managed. The risks are:

- Increased demand due to publicity and seasonal factors has stretched resources.
- Staff recruitment and retention, especially of skilled operatives, remains challenging due to national shortages.
- Health and safety risks for staff, especially regarding exposure to mould, require ongoing mitigation and investment in PPE.
- Additional pressure on Asset Management and Investment services and Damp Remedial teams, including a rise in repeat reports and increased disrepair claims.
- Additional pressures on the team to complete repairs in a short timescale, balanced against the need to reduce the current outstanding jobs.
- Training for staff is ongoing to ensure understanding of new processes, terminology, and compliance requirements.
- Written reports to tenants are prompting more queries/complaints, increasing workload.

6.5. New risks identified since go-live include:

- Sustained high volumes of damp and mould cases have led to increased numbers outstanding and pressure on resources.
- Changes in government guidance require continual monitoring and potential rapid process adaptation.
- Recruitment and retention for specialist roles remains an ongoing challenge.

6.6. The risks outlined above are being monitored and managed throughout the current phase to ensure we are mitigating as we progress.

7. Communications

- 7.1. By May 2026, the division expects to have completed the development of communications to improve tenant awareness of the need for property access for compliance works, particularly damp-related repairs.
- 7.2. An e-learning module has been developed and shared with all internal front-line staff across housing, social care, and customer services to enhance knowledge, support, and referral processes.
- 7.3. The division is also producing literature for tenants to help understand and manage any damp and mould within their homes. This will provide extensive support and a guide to prevent mould from returning.

8. Governance

- 8.1. Senior management continues to receive regular quarterly performance updates. The Lead Member is briefed on outcomes, and ongoing reporting is incorporated

into the Housing Scrutiny repairs oversight process. Governance arrangements have been further strengthened to reflect the requirements of Awaab's Law and ensure continued compliance and improvement.

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

9.1 Financial implications

There are significant financial implications of the introduction of Awaab's Law, and these have been reflected within the HRA budget report for 2026/27 which was approved by Council on 25th February 2026.

Signed: Stuart McAvoy - Head of Finance

Dated: 31st March 2026

9.2 Legal implications

Whilst this is an information report, it is important that members understand the consequence of non-compliance with Awaab's Law (the Hazards in Social Housing(Prescribed Requirements) (England) Regulations 2025). Tenants are entitled to follow our complaints procedure and/or to make a complaint to the Housing Ombudsman. Tenants can also pursue legal action and if successful be awarded damages and costs. The Regulator of Social Housing reviews the performance of a social landlord as a whole and has a range of tools available if a landlord is unable or unwilling to comply with the Consumer Standard. The division should as set out in the Report aim for continuous improvement by working closely with tenants, looking at patterns and trends, learn the lessons from legal cases, set up pro-active repairs teams and target areas with the highest reports

Signed: F. Hajat

Dated: 10th April 2026

9.3 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 must have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between those who share a protected characteristic and those who do not. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The implementation of Awaab's Law and the division's phased approach to addressing hazards in social housing will have a broadly positive equalities impact, particularly for tenants who share certain protected characteristics. Damp, mould, and excess cold disproportionately affect the health and wellbeing of specific vulnerable groups. Children and the elderly are significantly more susceptible to respiratory conditions caused or exacerbated by damp and mould. Tenants with pre-existing health conditions (such as asthma, weakened immune systems, or mobility issues that keep them confined to the home) are at a higher risk of harm from housing hazards. Pregnant women and infants are highly vulnerable to the health impacts of poor housing conditions. The adoption of a risk matrix approach (as

outlined in section 4.5) ensures that the vulnerability of the tenant—including known health issues and the age of household members—directly informs whether a hazard is categorized as an "emergency" or "significant." This prioritises rapid intervention (within 24 hours or 5 working days) for the most vulnerable residents, thereby advancing equality of opportunity and mitigating health inequalities across the council's housing stock. It is important to consider accessibility in terms of reporting and communications, while an online reporting tool may work for some, there will be individuals with limited digital access or skills, disabilities that affect their ability to use online tools, or those who don't speak English as a first language.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 1 April 2026

9.4 Climate Emergency implications

In some instances, the timely completion of repairs and pre-planned maintenance may contribute to the continued energy efficiency of properties and resulting reduced carbon emissions. As Awaab's Law is phased in, there are specific opportunities presented to improve energy efficiency in respect to remedial work that addresses excess cold and heat hazards.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 1st April 2026

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

N/a

10. Background information and other papers:

11. Summary of appendices:

12. 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)?

13. Is this a "key decision"? If so, why?

Below

Severity taken from request form Photos and Information	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	0	1	2	3	4	5
Answers that are "Yes" to request questions						

Below is th

Locations affected

7 Locations or more	5
5 Locations or more	4
3 Locations or more	3
2 Locations (Non Bedroom)	2
1 Location (Non Bedroom)	1
0 Locations	0

Total Volume of Mould

5	7 Sqm +
4	5 Sqm - 7 Sqm
3	3 Sqm - 5 Sqm
2	0.5 Sqm - 3 Sqm
1	up to 0.5 Sqm
0	No mould Present

Location + Volume * Vulnerability =



(Example) 3 + 5 * 20 = 160 (High Priority)

How is the Matrix for working out the priority of the Inspection

Scoring Key

15 - 25	Urgent Visit required within 24 Hours where possible.
9 - 12	Up to 5 working days to visit and complete report
01 - 08	Up to 10 working days to a visit and complete report

How is the Matrix for working out the priority of a request Post Inspection

Work			
High	250		
	120		
Mid	120		
	72		
low	72		
	0		

Please note the above scoring and allocated Priority is based on current demands, this does not negate the fact that...



Questions asked on request form

1	Tell us how many people are currently living in your home.
2	Are there any children living in the home under 14 years of age
3	If yes is the damp/mould you are reporting in the room they sleep in.
4	Does anyone living in your home suffer from any breathing conditions
5	What Rooms in the home are you reporting have Damp and/or Mould



ks Priority Table

$5 + 5 * 25 = 250$ High of High Band
$3 + 5 * 15 = 120$ low of High Band
$5 + 5 * 12 = 120$ High Mid Table
$3 + 5 * 9 = 72$ Low Mid Table
$4 + 5 * 8 = 72$ High OF Low Score
$0 + 0 * 1 = 1$ Lowest Score

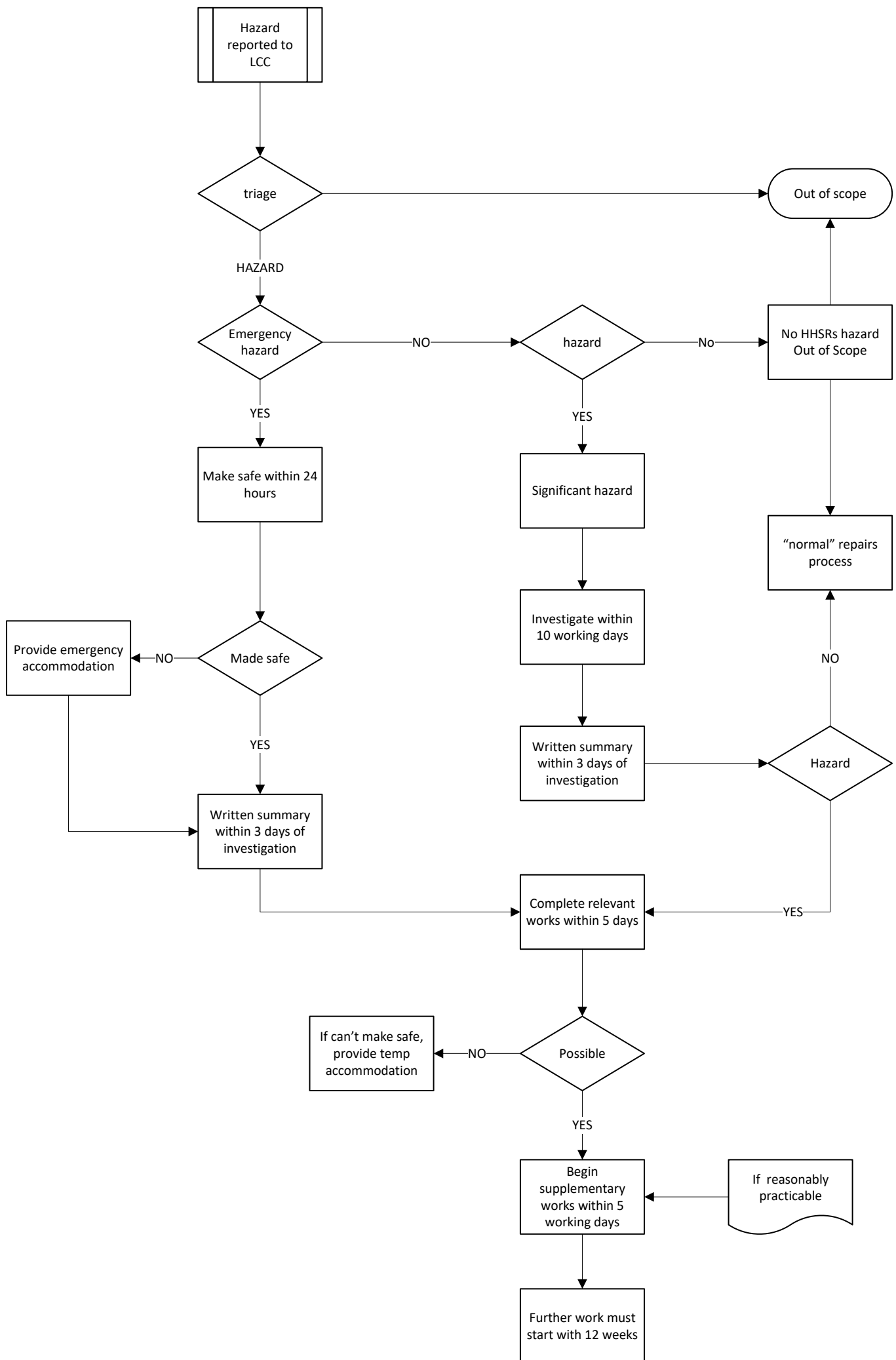
only an indicator allowing Housing Repairs to prioritise there work Hazard Ratings and their completion timescales.

Rational	
	This question allows us to understand if there is overcrowding in the home, this will be c against NEC's max occupancy for the property and would receive a YES/NO answer for over for our internal use only
	Conforms with Awaab's Law and current standards
	Conforms with Hazard ratings of Awaab's Law
	Looking at how the damp/mould hazard could affect anyone with this type of vulneral
	We would use this information to allow us to determine if a tenant is unable to relocate th away from any damp or mould in a property or if the damp/mould is present in every room. expect that an answer of 3 or more rooms would constitute a "YES".

Hazard Rating Allocations	
Emergency Hazard 1	Damp and Mould in a Kitchen, Bathroom or a Vulnerable persons c bedroom who is 14 years of age or under.
Hazard 2	Would be follow on works form HZ 1
Hazard 3	Works required that are causation but not linked to HZ1 remedial (example clearing guttering)

:hechecked rcrowding
bility
hemselfes . We would

or Childs
I works,



Health and Safety in LCC properties Report

Lead Member Briefing: 30/03/2026

Housing Scrutiny Committee: 21/04/2026

Lead Member: Cllr Cutkelvin

Lead Director: Chris Burgin

Useful information

- Ward(s) affected:
- Report author: Simon Nicholls, Samuel Taylor and Nilkesh Patel
- Author contact details: Simon.Nicolls@leicester.gov.uk
Samuel.Taylor@leicester.gov.uk and Nilkesh.Patel@leicester.gov.uk
- Report version number: V1

1. Summary

1.1

1.2 The Council operates within a stringent legal environment. Our compliance activities are dictated by several key pieces of legislation, including:

- The Health and Safety at Work etc. Act 1974
- The Fire Safety Act 2021 & Fire Safety (England) Regulations 2022
- The Landlord and Tenant Act 1985
- Specific Regulations: Including the Gas Safety (Installation and Use) Regulations 1998, The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector (England) Regulations 2020, and the Control of Asbestos Regulations 2012.

1.3 This report specifically references the standards set by the Regulator of Social Housing (RSH). Under the Consumer Standards, specifically the *Safety and Quality Standard*, the council must have an accurate record of the condition of every home.

1.4 Furthermore, the introduction of Tenant Satisfaction Measures (TSMs), has placed a spotlight on transparency. Compliance is no longer just about internal record-keeping; it is a people-centred metric to provide assurance and evidenced by TP05 – *Satisfaction that the home is safe*.

1.5 The council's approach ensures proactive maintenance to critical safety systems and components which underpins our commitment to demonstrating 100% safety compliance across all of our stock.

1.6 This report marks the first comprehensive oversight of health and safety across The Council and its housing division. It provides an initial baseline overview of current arrangements and highlights key compliance data. Future reports will build on this foundation by focusing on detailed management information and data linked to statutory and regulatory compliance, allowing for ongoing monitoring, continuous improvement, and greater transparency in the management of health and safety risks.

2. Recommended actions/decision

2.1 It is recommended to note the report and provide any feedback on the contents and outcomes.

3. Scrutiny / stakeholder engagement

3.1 The report will go through the following engagement/scrutiny:

- Housing SMT
- Lead Member Briefing
- Tenant Scrutiny Panel
- City Mayor Briefing, or Housing, Economy and Neighbourhoods Board
- Housing Scrutiny Commission

4. Background and options with supporting evidence

4.1 Gas Safety

4.1.1 Gas safety remains one of the highest risk areas within the council's compliance framework. Failure to maintain gas appliances can lead to serious incidents involving fire, explosions, or carbon monoxide poisoning. As such, the council operates a 100% compliance target for all properties with gas appliances.

Legislation and Regulatory Requirements

4.1.2 The council's activities are governed by the Gas Safety (Installation and Use) Regulations 1998. Under Regulation 36, the Council has a statutory duty to:

- Ensure gas fittings and flues are maintained in a safe condition.
- Conduct an Annual Gas Safety Check (AGSC) every 12 months.
- Provide tenants with a copy of the Landlord Gas Safety Record (LGSR) within 28 days of the check.

Our Approach and Assurance

4.1.3 The council has a longstanding AGSC programme in place which ensures all properties with a gas supply are inspected annually, during this check we also undertake a full service on the boiler and heating system as a preventative measure.

4.1.4 Where repairs are identified during the check, wherever possible these are rectified at the time of the visit (this is always the case for safety critical repairs), or they are planned in at a later date.

4.1.5 In addition to the gas safety works, the team are also responsible for maintaining:

- All central heating systems
- The district heating network
- Hot water storage (unvented)
- Solar thermal systems

4.1.6 Additionally, they check all checking any smoke or carbon monoxide alarms during their visit.

4.1.7 The council ensures all staff undertaking these checks are suitably competent and are registered with Gas Safe, this involves being reassessed by an external provider every 5 years. The council also has an internal quality assurance process to satisfy ourselves that our staff and any contractors are working to the relevant standards and to embed a culture of continuous learning and development.

Key KPIs at 28/02/2026:

Table 1

Indicator	Target	Current Performance
% of properties with a valid AGSC	100%	99.70%
% of new tenancies with an AGSC completed prior to letting	100%	100%
% of emergency repairs completed within 24hrs*	95%	94.9%
% of failed quality assurance audits	0%	0.36%

*Also includes non-gas safety critical repairs, i.e. no heating

Key points:

- Our approach to gas safety has a longstanding history of near perfect compliance
- All gas safety critical repairs are resolved during the visit
- Our internal quality assurance approach remains strong. This was also reflected in the external audit completed by Gas Safe in 2025
- The team continue to adapt to emerging technologies and will soon be responsible for maintaining heat pumps across our new housing stock

Challenges and Considerations

- Access has always been a challenge for the gas team, as it is across the other areas of compliance related works. Despite early planning and various methods of contact, the average for tenants not being in for their AGSC is currently at 24%; this places significant strain on the team. We are working collaboratively to improve this.
- While resources remain stable in the team (3 vacancies), as we take on additional works, such as, solar and heat pumps, we may need to seek additional resources to support the continued gas safety compliance.

Next Steps and Improvement Plan

4.1.8 To continue our current strong position, it is proposed to implement the following actions:

Table 2

<u>Action</u>	<u>Date for Completion</u>
Complete recruitment to Gas and Heating Services Team	April 2026 - ongoing

Enhanced tenant engagement for hard-to-access cases including awareness communications	Ongoing, review April 2026
Annual policy review and update	May 2026

4.1.9 Gas safety remains a top priority for the council and we will continue to prioritise this and evolve to embrace new technologies and any safety advancements.

4.2 Electrical Safety and Electrical Installation Condition Report (EICR)

4.2.1 Electrical safety is a key element of statutory compliance for social housing providers. Leicester City Council remains committed to ensuring the safety of tenants and full compliance with all relevant legislation and regulations covering electrical installations in its housing stock.

Legislation and Regulatory Requirements

4.2.2 The principal legislation is the Housing Act 2004, which sets out the council’s duty to ensure properties are free from Category 1 hazards, including electrical safety risks.

4.2.3 The new Social Housing Regulation Act 2024 resulted in Social Landlords needing to demonstrate compliance with the consumer standards as set out in the act, one of these relates to electrical safety in communal areas and domestic properties.

4.2.4 Since April 2024 it is now mandatory for Local Authorities (LA) to demonstrate that they have an ongoing 5-year programme of electrical testing for their domestic properties and communal areas, and this will be assessed at an inspection. This is a new requirement and has never been mandatory for LAs historically, ensuring that electrical installations are safe and compliant.

4.2.5 BS7671 (Requirements for Electrical Installations. IET Wiring Regulations), recommends that all domestic installations are tested and inspected every 5-10 years, or at every change of lease.

Our Approach & Assurance

4.2.6 The council has implemented a comprehensive 5-year cyclical EICR programme, ensuring every tenanted property receives a full inspection and test within the statutory timeframe by December 2028.

4.2.7 We maintain an immediate action protocol for any category 1 (danger present) faults identified during inspections or reported which includes resolution within 24 hours. We also undertake Portable Appliance Testing (PAT) for communal areas and any council supplied appliances.

4.2.8 All electrical works are carried out by qualified electricians, with certification and remedial actions monitored and completed within 28 days.

4.2.9 The council maintains a central EICR dashboard which is monitored daily and cross-references with housing stock data with performance reviewed monthly at senior

management level and with the regulator of social housing as well as reported bi-annually to elected members.

Investment in Electrical Safety Team

4.2.10 In 2025, the council allocated an additional £200,000 to establish a dedicated Electrical Safety Team. This team is now operational, with ongoing recruitment to reach full capacity. The funding has also enabled the appointment of an additional Electrical Quality Controller (QC), strengthening the audit and quality assurance of all electrical safety works.

Key KPIs at 28/02/2026:

Table 3

Indicator	Target	Current Performance
% of properties with valid and in-date EICR:	99% by December 2028	34%
% of communal spaces with valid and in-date EICR	100%	99%
% of C1 and C2 remedial actions completed within 28 days	C1 -100% C2 – 95%	C1 – 100% C2 – 100%
Percentage of Category 1 electrical reports completed within 24 hours?	95%	99.8%
% of new tenancies with EICR completed prior to letting	100%	100%
Major incidents reported due to electrical faults in last 6 months	N/a	0

Key points

- EICR domestic compliance remains steady with ongoing efforts to reach 100% by December 2028.
- Communal EICR compliance sits at a healthy 99% compliance rate with communal EICR's being planned well in advance to maintain the compliance levels.
- Most urgent hazards are resolved well within target times.
- Incidents continue to decline with 0 major faults reported because of an electrical issue providing assurance our properties are safe from electrical hazards.

Challenges and Mitigations

- Access refusals/no access: Some properties are difficult to access due to tenant refusal or vulnerability. The council mitigates this through early engagement, support for vulnerable tenants, and escalation processes through our housing

management team. The council is currently drafting an Access Policy which will ensure effective cross-working to decrease non-access issues across the service.

- Resource and contractor availability: National shortages of qualified electricians can impact programme delivery. The new Electrical Safety Team and additional funding support in-house capacity, while a mixed delivery model (DLO and contractors) and flexible scheduling help maintain coverage.
- Data accuracy: Ensuring asset and compliance data is always up to date. The council undertakes regular audits and reconciliations between systems and contractors.

Next Steps & Improvement Plan

4.2.11 To ensure continued compliance and drive improvement, the following actions are planned:

Table 4

<u>Action</u>	<u>Date for Completion</u>
Complete recruitment to Electrical Safety Team	April 2026 - ongoing
Enhanced tenant engagement for hard-to-access cases including awareness communications	Ongoing, review April 2026
Monthly / Quarterly compliance data audits	On-going & April, July, Oct 2026
Go digital with EICR completions	September 2026
Annual policy review and update	November 2026

4.2.12 Leicester City Council is fully compliant with all statutory electrical safety requirements and is on track to maintain 100% EICR compliance across its housing stock by December 2028. The creation of the dedicated Electrical Safety Team, with strengthened quality control and ongoing investment, further enhances compliance and provides robust assurance.

4.2.13 Electrical safety remains a top priority. Through effective management, dedicated resourcing, proactive tenant engagement, and continuous improvement, Leicester City Council will continue to meet compliance standards, ensuring homes remain safe and legally compliant.

4.3 Annual Asbestos Inspections – communal areas.

Regulatory Requirements

- Health and Safety at Work etc. Act 1974,
- Construction Design and Management Regulations 2015
- Control of Asbestos Regulations 2012.

4.3.1 We have an Asbestos Management Policy that covers how we manage ACMs in our stock, this is reviewed annually.

4.3.2 During 2024/25 the Housing Division commissioned a contractor to carry out surveys of all its communal areas to identify the location and condition of any asbestos containing materials (ACMs). This information has been uploaded to the Housing IT system (NEC).

4.3.3 We are required to report to the RSH compliance with the requirement to carry out annual reinspection's to confirm that the condition of the ACM in a communal area hasn't changed and if it has appropriate action has been taken and our records updated

4.3.4 The survey of all 1552 communal areas confirmed that 1450 communal areas have ACMs and require an annual reinspection. The programme of reinspection's has started, these are being carried out by the Neighbourhood Housing Officers, who have all received Asbestos Awareness Training.

4.3.5 The status at 31st. March 2026 is:

Table 5

Due in next 60 days.	292
Follow up overdue.	507 *
No follow up due.	102
On track.	651
Totals	1552

*Reinspection completed, input required.

4.3.6 This is now an ongoing business as usual process and ongoing compliance will be reported every 6 months.

4.4 Fire Safety

Regulatory Requirements:

- The Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022

4.4.1 We manage fire safety in accordance with our Fire Safety Management Standard; this is reviewed annually.

4.4.2 We categorise our stock based on risk:

- High Risk- Tower Blocks/high rise buildings
- Medium Risk- Sheltered Accommodation Schemes/blocks over 4 storeys.
- Low Risk – blocks under 4 storeys

How we manage risk

High Risk Blocks

4.4.3 The highest risk buildings we have are our 5 high rise blocks, these buildings are in scope of the Building Safety Act and are registered with the Building Safety Regulator in summary the Act ensures we do the following:

- Relates to building in excess of 18m or 7 storeys which have been registered with the Building Safety Regulator
- Provides an overview of the safety measures, risk assessments and management systems in place
- Assess the buildings compliance with regulations and identifies any potential risks or areas for improvement
- Provides layouts of the buildings and details of the responsible persons
- Details the Safety Management System in place
- Details the Golden thread of information
- Details RES and Specific requirements that relate to knowing who occupies the building
- Details Specific information about the passive fire protection measures
- Has a Resident Engagement Strategy in place.

Medium Risk Blocks

4.4.4 All blocks have had a fire risk assessment (FRA) carried out, the frequency of these is based on risk and typically range from 2 to 5 years, however it can be longer.

4.4.5 FRA's are currently being carried out by MGR Fire Safety Consultants LTD, and we are currently in the process of procuring a new supplier to carry out more FRA's for us.

4.4.6 We also have a directly employed Fire Safety Compliance Officer, who is qualified to carry our FRA's who oversees the FRA process and also carries out FRA's and audits those FRA's carried out by procured suppliers.

4.4.7 We are audited by Leicestershire Fire and Rescue Service (LFRS) who audit 20 of our blocks every 12 months. These are on site audits conducted with the Building Responsible Officer (BRO) and our Fire Safety Compliance Office present. Leicestershire Fire and Rescue Service (LFRS) issue a certificate based on the outcome of the audit, this can either confirm that the block is broadly compliant, issue a deficiency notice (informal action) or an enforcement notice (formal action). This is a formal process and if a response or works are required, we are given a specific timeframe in which to comply with the notice. In certain circumstances LFRS can also issue an alteration notice, in which a change to the premises or services would be required or a prohibition notice which would mean that we would have to empty the block, neither of these actions have ever happened.

4.4.8 Each block has a nominated Building Responsible Office (BRO) who ensures that regular block fire safety inspections are carried out, the frequency depends on the block type, and this is documented. Cyclical inspections are carried out by Assistant-NHOs, with the BRO undertaking regular spot checks, dependant on risk. In real terms, this means the BRO visits blocks which have a weekly check on a monthly basis, and blocks that are due monthly checks are visited by the BRO quarterly.

4.4.9 Works identified as a result of a fire safety inspection are categorised and completed.

Key KPIs at 28/02/2026:

Table 6

Indicator	Target	Current Performance
Number of fire inspection repairs outstanding	N/A	819
% of fire inspection repairs out of category	0%	1%
% of fire inspection repairs completed in category	95%	98.6%

This is an ongoing business as usual process and compliance will be reported every 6 months.

4.5 Water Hygiene

Legislative requirements:

4.5.1 Our water hygiene legislative requirements are governed by:

- Control of Substances Hazardous to Health (COSHH) Regulations 2002 and 2005 amendments.
- Management of Health & Safety at Work Regulations 1999 and 2006 amendments
- Workplace (Health, Safety and Welfare) Regulations 1992
- Water Supply (Water Fittings) Regulations 1999
- HSE (L8 4th Edition) 2013: Prevention and Control of Legionellosis (Including Legionnaires’ disease) HSE Approved Code of Practice L8 (ACOP L8)
- HSG274 Part 1: The Control of Legionella Bacteria in Evaporative Cooling Systems
- HSG274 Part 2: The Control of Legionella Bacteria in Hot and Cold-Water Systems
- HSG274 Part 3: The Control of Legionella Bacteria in Other Risk Systems

4.5.2 We have a Water Hygiene Policy that is reviewed annually.

4.5.3 We have 36 blocks that have communal cold water storage systems that require a Legionella Risk Assessment (LRA) all have one and they are reviewed periodically based on risk, for high-risk blocks this is annually.

4.5.4 inspection and testing data is currently stored in a Teams folder; this will be transferred to NEC once the Risk Module is live.

4.6 Passenger Lift Safety.

Legislative requirements:

4.6.1 Our lift maintenance regulatory requirements are governed by:

- The Health and Safety at Work Act 1974.
- Management of Health & Safety at Work Regulations 1999 and 2006 amendments
- Workplace (Health, Safety and Welfare) Regulations 1992
- Lifting Operations and Lifting equipment Regulations 1998 (LOLER)
- The Provision and Use of Work Equipment Regulations 1988 (PUWER)
- The Landlord and Tenant Act 1985

4.6.2 We have a Lift Safety Policy that is reviewed annually.

4.6.3 There are 58 lifts across our stock, located in the tower blocks, sheltered schemes, the Burns flats on Aikman Avenue and St Marks. These are managed for Housing by Estates and Building Services (EBS), who ensure that they are serviced monthly, they also operate a 24 hour call out service in the event of a breakdown or entrapment incident.

4.6.4 It is a requirement for us to report compliance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) to the RSH to confirm that all passenger lifts are inspected annually, all 58 lifts have an in date LOLER inspection certificate. These inspections are arranged by the corporate Insurance Services Team; the contractor is called HSB.

4.6.5 We are currently working on linking the LOLER certificate to the communal area on NEC so that notification is automatic and not via a portal.

4.6.6 This will be actioned when the Risk Module in NEC is live.

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

5.1 Financial implications

As an update report, there are no direct financial implications arising from this report. The annual budget setting process considers the sufficiency of current budgets to meet the demands of maintaining health and safety compliance.

Signed: Stuart McAvoy - Head of Finance

Dated: 20th March 2026

5.2 Legal implications

While the report itself has no legal implication, failure to comply with any of the Acts and/or regulations referred to can have wide, far-reaching implications for the Council.

Signed: Zoe Iliffe (Principal Lawyer)

Dated: 7th April 2026

5.3 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 of opportunity between people who share a 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. This report outlines the Council's strategic approach and operational performance regarding health and safety compliance across its housing stock. The Council's approach to health and safety compliance directly supports equality by ensuring that all tenants, regardless of age, disability, ethnicity, or other protected characteristics, live in homes that are safe and meet legal safety standards. This is particularly important for residents with disabilities, older people, and those who may be more vulnerable to the impact of unsafe housing conditions. Living in hazardous conditions can have a substantial impact on people's health, safety and wellbeing. It is important to have good quality information about who lives in the council's homes and note anything that could make a tenant more at risk from specific dangers. The proactive inspection, maintenance, and improvement programme described in this report will help reduce risks that could disproportionately affect these groups. Any planned access, inspection, or remedial work must continue to consider tenants' individual circumstances and communication needs to ensure reasonable adjustments are made where required. No negative equality impacts have been identified at this stage. Ongoing monitoring and tenant feedback through the Tenant Scrutiny Panel and compliance reporting will help ensure that equality and accessibility considerations remain embedded within service delivery.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated:

5.4 Climate Emergency implications

In some instances, the inspection and timely completion of repairs and maintenance may contribute to the continued energy efficiency of properties and resulting reduced carbon emissions. There may also be specific opportunities presented to improve energy efficiency in respect to remedial work that addresses excess cold and heat hazards

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 23rd March 2026

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

6. Background information and other papers:

7. Summary of appendices:

8. 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)?

9. Is this a “key decision”? If so, why?

Housing Scrutiny Committee

Work Programme 2025-2026

Meeting Date	Item	Recommendations / Actions	Progress
10 July 2025	Income Collection Annual update	-	
	Stock Condition – Property MOT	The upcoming Repairs Report to include detailed information on associated timescales and the number of outstanding damp and mould requests.	Details included in the report presented at the meeting held on 26 August.
	Fire Safety	Information on the average wait time for the 452 low-level fire risk repairs to be shared with the commission.	Details shared with commission members.
	PRS Strategy / Renters Reform Bill	-	
26 August 2025	Housing Regulatory Inspection update	<p>Provide regular dashboard reports on the HHRS inspection to the Commission.</p> <p>Present tenancy scrutiny engagement outcomes to the Commission in 6 months, including proposals to integrate the tenant scrutiny engagement with the Council's scrutiny function.</p> <p>Provide a future report on lessons learned from the complaints process and from other councils in similar situations.</p>	

	<p>Who gets Social Housing</p>	<p>Mutual Exchange scheme to be added to the work programme.</p> <p>Reshare the banding scheme and allocation policy with commission members.</p>	<p>Complete</p> <p>Details shared with commission members.</p>
	<p>Repairs & maintenance update (inc Damp & Mould)</p>	<p>The Council's approach to implementing Awaab's Law to be added to the work programme.</p>	<p>Complete</p>
	<p>Maintenance Charges</p>	<p>Report back to the Commission on how the Council benchmarks maintenance charges against other Local Authorities or Housing Providers.</p> <p>Conduct formal tenant engagement in major housing blocks and with the tenant scrutiny panel citywide to gather input on service needs and include details in the next report.</p> <p>Other maintenance charges to be brought to future meetings – Chris Burgin</p> <p>-</p>	<p>-</p>
	<p>Water Hygiene Report</p>		

<p>11 November 2025</p>	<p>Tenants Scrutiny Panel – Verbal update</p> <p>District Service performance (inc update on Tenant Engagement & Pop Up Housing Offices) to include Tenant Scrutiny Panel & Tenant Associations</p> <p>Housing Capital Programme update</p> <p>Homelessness Strategy & Operational performance update (inc Temporary accommodation & £45m update)</p>		<p>Housing Allocations Policy Review</p>
<p>13 January 2026</p>	<p><i>Items TBC:</i></p> <p><i>General Revenue Account and Capital Programme 2026/27</i></p> <p><i>Housing Support</i></p> <p><i>HRA Budget 26/27 proposals</i></p>		
<p>17 March 2026</p>	<p><i>Items TBC:</i></p> <p><i>Tenants Scrutiny Panel – Verbal update</i></p> <p><i>Who Gets Social Housing</i></p> <p><i>Housing Building & Acquisition update</i></p> <p><i>Pop-up Housing Office update</i></p>		

21 April 2026	<i>Items TBC:</i> Housing Regulator update Awaab's Law implementation H&S Compliance including repairs and maintenance update		
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Forward plan items 2025-26:

Topic	Detail	Proposed Date
District Heating investment		
Adaptations Strategy		TBC
Environmental Budget & Public Realm update		June 2026
District Performance Report 2026	To include feedback regarding engagement with Community Engagement Officers and use of QR codes.	November 2026
District Heating		TBC
Mutual Exchange Swap Scheme	It was requested by commission members for a report to be brought on the Mutual Exchange Swap Scheme, including the incentives and barriers.	TBC
Maintenance Charges	The Commission requested for reports to be brought on other maintenance charges, aside the Cleaning Charges.	TBC
Temporary Accommodation		
Voids		