



District Performance

**Housing Scrutiny Commission:
28th November 2023**

**Deputy Mayor for Housing & Neighbourhoods:
Cllr Cutkelvin**

Lead director: Chris Burgin, Director of Housing

Report Author: Gurjit Kaur Minhas (Head of Service - Tenancy Management, STAR and Gypsy and Traveller Services) 0116 454 5144

1. Summary – Purpose of report

1.1 This report provides an update on district performance.

1.2 With the introduction of the specialist Housing ASB team in May 2023, we took the opportunity to realign the Tenancy Management (District) Service to respond to the changing needs of our tenants.

1.3 A new vision and priorities were agreed for the tenancy management service and an improvement plan was also developed.

2. Background

2.1 Over the last few years, the profile of our estates has changed significantly with an increase in tenants with complex needs and sometimes chaotic lifestyles. This has been partly due to the “Everyone In” initiative, along with the reduction of services from other support agencies over several years.

2.2 Based on feedback from tenants, the Tenancy Management Service developed a new vision and priorities as set out as below:

Vision:

“A customer focused landlord service that enables tenants to live well and have successful tenancies”.

2.3 Priorities:

- Enable tenants to live well and access help and support when required, including addressing ASB on estates.
- The development of specialist support and accommodation to meet the needs of tenants with multiple complex issue and setting up a dedicated sheltered housing team.
- Focus on customer care and improve online service offer.
- Compliance with new fire safety regulations
- Make estates places people want to live in by involving tenants and stakeholders in shaping improvements.

4. Update on priorities for the service are as follows:

4.1 Live Well

4.1.1 We have provided advice and information to officers on how to make referrals to appropriate support services for tenants. Officers have been referring to Energy Advice, Income Management Team, STAR, cost of living support, health, social services and drug and alcohol support. Tenancy sustainment rates continue to remain high at 95.7% of new tenancies are sustained for over a year.

4.1.2 Welfare checks and visits have been carried out and are being quality assured. From April 2021 to 2022, **1126** welfare visits were carried out by housing officers. From April 2022 to 2023, **1515** welfare visits were carried out, this increase represents the increasing demand for welfare support on LCC estates.

4.1.3 An access letter has been drafted to tackle poor property condition, so that we take action to ensure that tenants allow access for repairs and other essential work that needs to be carried out to properties. The letter also aims to ensure tenants maintain their properties to a good standard as outlined in their Conditions of Tenancy.

4.1.4 A new Anti-Social Behaviour Team has been set up in Community Safety Services, prior to this low-level council tenancy ASB was dealt with by housing officers. Community Safety will report on ASB performance to the Culture & Neighbourhood's Service Commission and the Housing Scrutiny Commission will be invited to this meeting to hear the report.

4.2 Specialist Support

4.2.1 We have been successful in gaining funding from the Department of Health for a Drug & Alcohol Team and a Supported Housing Manager post. We have also purchased the Zip Building, where plans to set up trainer flats have been approved.

4.2.2 The trainer flats will accommodate people with medium support needs coming from the homeless pathway or the housing register, where it has been identified that additional support is required before being allocated an independent tenancy. The Drugs & Alcohol Team will be providing the support on site with a focus on assisting people into recovery working alongside Turning Point. Training will also be provided on areas such as budget management, looking after, and maintaining your home, cooking and accessing education and employment.

4.2.3 It has been also identified that we have tenants who have long terms support needs and are failing tenancies and causing issues such as ASB on estates. The Supported Housing Manager will be gathering the evidence base for and developing specialist supported housing for tenants with long term support needs. We are currently recruiting to this post.

4.2.4 A sheltered housing team has yet to be set up. The proposal is for all Sheltered Housing Officers to report to one team leader, who would monitor a consistent level of service to our 14 sheltered housing schemes. This proposal will be implemented in 2024.

4.3 Customer Care

4.3.1 Customer Care training is being procured and will be rolled out to all housing staff in late 2023 and early 2024.

4.3.2 The government has introduced Regulatory Consumer Standards as part of the Social Housing Act 2023. A Programme Manager has been recruited to ensure LCC Housing Services carry out the actions necessary to comply with the new standards and the legislation.

4.7.3 A tenants satisfaction survey is being conducted as part of this work and will need to be statistically valid and representative of our tenant profile. Housing officers will be working on estates to encourage tenants to complete the survey. The findings of the survey will need to be reported to the housing regulator and used to improve and shape the housing service going forward.

4.7.4 All tenancy management policies will need to be reviewed in line with the standards and responsibilities as set out in the legislation.

4.7.5 Work to improve the online offer is being scheduled for 2024.

4.4 Fire Safety

4.4.1 Building Responsibility Officer training is being rolled out to all housing staff who have the responsibility of carrying out fire safety inspections in our flatted accommodation.

4.4.2 Our Building Safety Manager is working on the Fire Safety Inspections and the associated Building Responsible Officer checklist to ensure inspections are carried out consistently across the city. In the first quarter this year we have carried out **97.9%** of fire safety inspections in our communal areas on time. This represents an increase on last year's outturn which for 2022-23 was **95.1%**.

4.4.3 Linked to the review of Sheltered Housing we need to ensure that sheltered housing tenants have a person-centred fire risk assessment, this work is scheduled for 2024.

4.5 Better Estates

4.5.1 We have improved the process to deal with reports of pests so that the Repairs Service, the Pest Control Team and Tenancy Management carry out joint working and ensure that vulnerable tenants are supported.

4.5.2 Work is ongoing with the Grounds Maintenance Service to ensure that a consistent service is provided across the city on housing estates. Tenants are now providing feedback on area maintenance and improvements required.

4.5.3 The service level agreement with the Estate Warden Service is also currently being reviewed.

4.5.4 The cleaning service specification has been updated and communicated to staff.

4.5.5 As the Environmental Budget was £200k this year, we have focused keeping estates tidy and maintenance work. See below some of the work carried out on Aylestone court yards from last year's budget:



4.5.6 Work on the St Mathews and St Peters public realm continues. Following the major improvements made in St Matthews last year, this year we have just consulted on the St Peters parking scheme. We had a good response to the consultation with 144 people responding and 76% in favour of the scheme. Garages at Jupiter and Pluto Close will be demolished in the next couple of months and replaced by managed parking areas.

4.6 Key Performance Indicators: Please note overall performance for the service is captured in the table below:

Performance Indicator	2021-22 Final Outturn	2022-23 Final Outturn	2023-24 Quarter 1
Percentage of fire inspections carried out on time	97.8%	95.1%	97.9%
Welfare Visits	1126	1515	300
Percentage of new tenancies sustained for over a year	95.6%	96.3%	95.7%

5. Details of Scrutiny

This report is to be considered by Housing Scrutiny Commission.

6. Financial Legal and other implications

6.1 Financial Implications

*There are no specific financial implications arising from this report
Julie Robinson-Accountant -x374055/ Harish Keshwala – x374094*

6.2 Legal Implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation) – x371435

6.3 Climate Change and Carbon Reduction Implications

There are no significant climate emergency implications directly associated with this report.

Aidan Davis, Sustainability Officer, Ext 37 2284

6.4 Equality Implications

When making decisions, the Council must comply with the public sector equality duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not.

Protected characteristics under the public sector equality duty are age, disability, gender re-assignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

There are no direct equality implications arising from this report as it provides an update on the Housing ASB Team and Tenancy Management District performance. However tenants will be from across a range of protected characteristics and equality considerations need to be taken into account as part of the ongoing work on the identified areas listed in the report. Any areas of concern need to be addressed and mitigating actions put in place as appropriate.

Sukhi Biring, Equalities Officer, 454 4175