
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
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- 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?