

Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 23 NOVEMBER 2020
TIME: 5:30 pm
PLACE: Zoom Virtual Meeting

Members of the Scrutiny Commission

Councillor Westley (Chair)
Councillor Nangreave (Vice Chair)

Councillors Aqbany, Gee, O'Donnell, Pickering and Willmott

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

For Monitoring Officer

Officer contacts:

Ed Brown (Democratic Support Officer):

Tel: 0116 454 3833, e-mail: Edmund.Brown@leicester.gov.uk

Jerry Connolly (Scrutiny Support Officer):

Tel: 0116 454 6343, e-mail: Jerry.Connolly@leicester.gov.uk
Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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Further information

If you have any queries about any of the above or the business to be discussed, please contact Ed Brown, Democratic Support on **(0116) 454 3833** or email edmund.brown@leicester.gov.uk.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151**

PUBLIC SESSION

AGENDA

NOTE: THIS MEETING WILL BE A VIRTUAL MEETING USING ZOOM

The public link to view this meeting is:

https://www.youtube.com/channel/UCddTWo00_gs0cp-301XDbXA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETINGS

Appendix A

The minutes of the meeting of the Housing Scrutiny Commissions held on 7 September 2020 and 4 November 2020 have been circulated, and Members are asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on the receipt of any petitions received in accordance with Council procedures.

5. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received in accordance with Council procedures.

6. COVID-19 IMPACT - UPDATE

The Director of Housing gives an update on the impact of Covid-19 on housing.

7. HOUSING REVENUE ACCOUNT AND GENERAL FUND CAPITAL PROGRAMME 20/21 UPDATE NOVEMBER 2020

Appendix B

The Head of Service for Housing gives a presentation on spending through the Housing Revenue Account and General Fund.

8. DISTRICTS AND STAR PERFORMANCE

Appendix C

The Director of Housing submits a report providing the Housing Scrutiny Commission with an update on the work and priorities of the Tenancy Management and STAR Service.

9. EXECUTIVE UPDATE - WHO GETS SOCIAL HOUSING? **Appendix D**

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

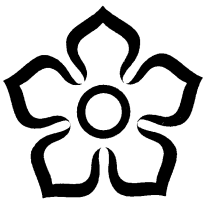
10. EXECUTIVE UPDATE - HOMELESSNESS AND ROUGH SLEEPER STRATEGY UPDATE **Appendix E**

The Director of Housing submits a report providing a further update to Members of the Executive and the Housing Scrutiny Commission on progress in implementing Leicester's Homelessness & Rough Sleeping Strategy 2018-2023, since the last update to Scrutiny in February 2020.

11. WORK PROGRAMME **Appendix F**

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

12. ANY OTHER URGENT BUSINESS



Leicester
City Council

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 7 SEPTEMBER 2020 at 4:00 pm

P R E S E N T:

Councillor Westley (Chair)
Councillor Nangreave (Vice Chair)

Councillor Aqbany
Councillor O'Donnell

Councillor Pickering
Councillor Willmott

In attendance:

Assistant City Mayor, Councillor Cutkelvin

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79. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Gee.

80. DECLARATIONS OF INTEREST

Councillor Aqbany declared an Other Disclosable Interest in the general business of the meeting that he had family members who were council tenants.

Councillor Westley declared an Other Disclosable Interest in the general business of the meeting that he had family members who were council tenants.

In accordance with the Council's Code of Conduct, these interests were not considered so significant that they were likely to prejudice the Councillors' judgement of the public interests. The Councillors were not therefore required to withdraw from the meeting during consideration and discussion of the agenda items.

81. MINUTES OF THE PREVIOUS MEETING

Minute 71 - Anti-Social Behaviour (ASB) Service Proposal:

The Director of Housing provided an update in relation to the agreed action that 'a report would be brought back to the Committee [in September] with the results following the Tenants and Leaseholders consultation'.

It was noted that the consultation had taken place and comments/ opinions taken on board, which were currently being collated in addition to the Members comments given at the last meeting. Following this, further works would be taking place with the Tenants and Leaseholders Forum and they would also be notified of any further proposals.

Minute 76 - Tenants and Leaseholders Forum Action and Decision Log:

The Chair noted that the Vice Chair for the Tenants and Leaseholders' Forum had concerns regarding the accuracy of the Tenants and Leaseholders' Forum Action and Decision Log dated 02/06/2020. This would be looked into following the meeting.

AGREED:

that the minutes of the Housing Scrutiny Commission meeting held on 7 July 2020 be confirmed as a correct record.

82. PETITIONS

The Monitoring Officer reported that no petitions had been received.

83. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Chair noted that some questions had been received out of time to be taken at this meeting. The Monitoring Officer would be reviewing the questions.

84. ENERGY EFFICIENCY OF NEW BUILD HOUSING

The Director of Housing submitted a report to update Members of the Housing Scrutiny Commission on the climate credentials of the new build council houses proposed at Saffron Velodrome and Lanesborough Road.

- The report provided the Commission with an update on progress in association with Leicester City Council new builds and the services commitment to improving energy efficiency of the new builds.
- Phase 1 of the new build programme was in progress and the first of the new homes was anticipated for completion and ready for occupation in October 2020.
- The current and future phases would also help address the shortage of 2 bedrooomed and wheelchair accessible accommodation.
- The presenting Officer clarified points following Members queries including the difference between 'passive House' standards and the 'Leicester Standard' which was explained that passive houses were generally more airtight. The 'Leicester standard' which the service would be concentrating on, was noted to be simple to understand, based on fabric first approach and flexible. Heat exchangers were also explained.
- The next two phases would be Saffron Velodrome and Lanesborough Road. The sustainability and energy efficiency approach that would be adopted for these two phases was explained.
- Some Members of the Commission requested a comparison of the costs

of building more traditional houses compared to the new build houses proposed. The presenting Officer noted that this would be clearer once the builds had taken place and a builder company appointed, of which the tender process had now commenced. Once a supplier had been secured, a further report would be brought to the Committee.

- This model being used was chosen to ensure a balanced approach of new technology and generation insulation. The service was constantly looking at how to build new homes and future phases would attract various approaches and different methods would still be explored especially with the advancement of technology.
- On the topic of social value clauses would be included in the tender documents relating to local employment and apprenticeship opportunities.
- Discussions would take place with Housing colleagues to look into the possibilities of upskilling people/ existing staff to deliver the installs and how this would take place. The Assistant City Mayor for Housing – Councillor Cutkelvin requested that the Head of Service, Housing – Simon Nicholls liaise with Assistant City Mayor for Policy Delivery and Communications - Councillor Myers who had recently been leading on social value within procurement, to look at some of the work already identified in this area.

AGREED:

1. To recommend that when Members and Officers were considering planning applications – not just housing, but offices and commercial developments – that they strongly encouraged site layouts which would maximise the use and efficiency of solar power as an energy source.
2. That social value clauses be included in housing contracts which support training, development and employment at the local level.
3. That Members welcome the building fabric improvements which proposed up to a 70% improvement based on current building control standards.

Councillor Wilmott joined the meeting during deliberation of this item.

85. OVERCROWDING REDUCTION STRATEGY

The Director of Housing submitted a report to inform Members of the Housing Scrutiny Commission of a new initiative to develop and implement an Overcrowding Reduction Strategy.

- Overcrowding was noted as the biggest reason that families joined the housing register.
- The reduction strategy looked at ways to reduce overcrowding within Council stock and later roll out any successful elements to other housing sectors in the city where practical.
- Figures were noted for overcrowding and under-occupation.

The aim of the strategy which comprised of five broad priorities were explained in detail, these included;

1. To further develop a detailed profile of overcrowding and under-occupation within LCC stock.
2. To provide a range of enhanced housing options to overcrowded and under-occupied households.
3. To ensure that the service was making the best use of current LCC housing stock.
4. To maximise opportunities to develop new social housing to meet the needs of overcrowded and under-occupying households.
5. To ensure that solutions, whether through the Housing Register or other options, had longevity and sustainability at the core.

- For the next steps, a programme Board would be set up to take the aims and objectives of the strategy forward, with regular updates and progress being provided to the Housing Scrutiny Commission.
- The strategy would be a live document with lots of strategic objectives and actions to report back on. The private rented sector would also be looked at with this strategy.
- Several Members expressed the requirement for something to be in place for those with psychological issues of giving up homes and moving to another home. Handholding and support were noted as crucial especially for the elderly. In addition, concerns regarding the supply of affordable housing were noted.
- A Member of the Commission expressed a personal concern on behalf of a constituent, the Chair requested that this be discussed with the Officers following the meeting.

Working Party:

The Chair noted that a Working Party would be set up for this agenda item, of which Councillor Nangreave would Chair. Councillors Aqbany and O'Donnell offered their support and Councillor Pickering showed interest if in convenient circumstances i.e. meeting times. Councillor Nangreave planned to keep the meetings online.

Members raised the following other points that could be potential recommendations at the working party:

- To have a dedicated project worker across the city.
- Successive rights – allocation of inheritance of properties when a relative passes away.
- The Chair welcomed the presentation/ report and requested that the Officers provide as much regular input to the Working Party.

Councillor Nangreave would work with the Scrutiny Support Officer for the Working Party terms of reference.

AGREED:

1. Welcome the commitment to bring regular reports from the programme Board to the commission on the results and proposals arising from the work.

86. VOID PERFORMANCE REPORT: JANUARY 2020 - MARCH 2020 - YEAR END

The Director of Housing submitted a report to update Members of the Housing Scrutiny Commission on Void performance for the final quarter and year end 2019/20.

All to note:

- Void performance in the final quarter of 2019/20 had remained consistent, with the all void average remaining under the 90-day target and void rental loss in 19/20 had reduced from the previous year.
- It was anticipated however that the performance in the next quarter would reflect the impacts of Covid-19.
- Members attention was drawn to several tables in the report some of which detailed the average re-let timescales and rent loss as a percentage of rent roll and comparator data which showed that Leicester were positioned in the middles of other comparator authorities.
- Void turnaround times were reported to be not as good as aspired to this year due to a number of factors including the below points and more;
 - Covid-19 resulting in the suspension of Leicester HomeChoice and moves being placed on hold. However, a recovery plan was in place and a report in relation to the impact of Covid-19 would be brought back to the Committee.
 - There had been an increase in the poor condition that properties were being returned in.
 - A recent issue of reduced capacity of contractors to complete capital works in void properties.
 - A pilot project was currently in place to determine whether the number of days for a kitchen to be fit could be reduced from the average 10 working dates it generally takes to be completed.
 - Other factors for poor void turnaround times were the management of a tenant's keys leaving a property, recruitment and the issue of there always being employment vacancies in the Void Team.
 - The presenting Officer went through the immediate priorities to address service matters.

Following Members comments the below responses were provided;

- The service did take appropriate action.
- All authorities had different definitions for average calculating void times, therefore it was difficult to make a comparison.

- It was confirmed that extra replacements in homes were only done if things were in a bad state or posed a health and safety risk. In the case of kitchens, these were only replaced if not in suitable health and safety condition and over a number of years old.
- The Chair noted the potential for a Void & Repairs working party.
- A Member had received complaints from constituents in relation to repairs being carried out incorrectly by contractors.
- A Member of the Commission queried the timescale for getting back properties and reletting them again and whether it was worth looking at a dedicated team and learning what other authorities were doing well to get a faster turnaround. The officer responded that the service was now dealing with the acquisition programme with improved turnaround times.
- The presenting Officer explained that when a tenant left a property, they tended to cancel any outstanding repair works, therefore when officers entered the property as a void, all was dealt with at that point. The service didn't currently have the resources to do this and it would have to be on an appointment-based system, the service was currently still a manual system. IT were currently looking at a mobile system.
- It was also noted that the service tried pre-void inspections previously however there were access issues as the departing tenants were generally not interested in booking slots for the work to be carried out.
- The Assistant City Mayor for Housing noted that voids and turnover times remained very important. The plan was to identify any barriers which were taking long to identify voids and number of voids coming back due to mistreatment of the property.

AGREED:

1. That the report be noted.

Councillor Aqpany departed the meeting during deliberation of this item.

87. RESPONSIVE HOUSING REPAIRS - 2019/20 YEAR-END PERFORMANCE REPORT AND UPDATE

The Director of Housing submitted a report to update Members of the Housing Scrutiny Commission on the performance of the Division's Repairs and Maintenance (R&M) service and the implementation of future service changes aimed at improving performance. It also provided a brief summary of the impact on the R&M service as a result of COVID-19 pandemic.

- The Officer noted the following information from the report:
The number of repairs completed by work area 2019/20, Key Performance Indicators (KPI's), percentage of repairs completed on first visit, the number of repairs which were outstanding and out of category, percentage of day to day repairs carried out within target time, percentage of repairs which lead to a complaint, 2020-21 first quarter performance, R&M Improvement Action Plan for 2020-21, Channel shift and the impact of the Covid-19 pandemic.
- The aim was to embed a performance culture within the repairs function, which was based on a very clear and simple message. This would be

measured on four KPI's and everything the service did would aim at achieving the right thing first time and Managers trusting/ empowering staff to do that.

- Sessions had already been established with the Operational Development Team and the service was trying to embed a culture within management team, team leaders and staff to ensure all demonstrated man leaders demonstrate the correct qualities to carry out high quality repairs first time round. The Member who initially posed the query identified this as the correct approach and offered support as a Member.
- It was always encouraged for the correct van stock to be on the vehicle to undertake the job and no excessive materials. Any hand tools are encouraged to be securely locked in vehicles or removed in the evening.
- Several Members extended their thanks and well done for the report.

AGREED:

1. That the report be noted.

88. DISABLED ADAPTATIONS, HOUSING REVENUE ACCOUNT AND DISABLED FACILITY GRANTS

The Director of Housing submitted a presentation for noting to the Commission which provided an update on the Disabled Adaptations, Housing Revenue Account and Disabled Facilities Grants.

All to note:

- LCC carried out 584 disabled adaptations in 2018/19 and 535 in 19/20.
- It was explained what was causing the reduction in spend and details about Disabled Facility Grants (DFG's) and funding.
- The presenting Officer informed the Commission on how the waiting list had been managed during Covid-19 and plans going forward.
- The service would be carrying out a piece of work to identify the reasons why people refuse disabled adaptations.

AGREED:

1. That the report be noted.

89. TENANTS' AND LEASEHOLDERS' FORUM ACTION AND DECISION LOG

AGREED:

1. That the Tenants' and Leaseholders' Forum Action and Decision Log be noted.

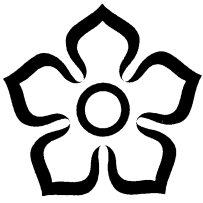
90. ANY OTHER URGENT BUSINESS

AGREED:

1. The Director of Housing would bring an update on the Border House situation, the homelessness strategy and improved service offer for families: Homes Not Hostels to Members of the Housing Scrutiny Commission.

91. CLOSE OF MEETING

The meeting closed at 6.42pm.



Leicester
City Council

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: WEDNESDAY, 4 NOVEMBER 2020 at 4:00 pm

P R E S E N T:

Councillor Westley (Chair)
Councillor Nangreave (Vice Chair)

Councillor Aqbany

Councillor Pickering

In Attendance:

Councillor Clair – Deputy City Mayor Culture, Leisure and Sport
Councillor Cutkelvin – Assistant City Mayor Education and Housing
Councillor Pantling

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92. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Willmott.

93. DECLARATIONS OF INTEREST

There were no declarations of interest.

94. DRAFT LEICESTER LOCAL PLAN (2020 - 2036) - PUBLIC CONSULTATION

Councillor Westley as Chair welcomed everyone to the meeting and introduced the Draft Local Plan.

The Head of Planning gave a presentation, a copy of which had been circulated with the agenda papers. During the presentation, he drew particular attention to the following points:

- The Government had consulted on changes to the planning system in a White Paper. This consultation had been concluded and Leicester City Council had provided some comments on it. There was currently uncertainty about the extent of these changes and the time they would take, as such the Council were looking to continue with the local plan in order to provide more certainty and capture the work progressed to date.

- The plan had originally been scheduled to go to consultation in March 2020, however this had been delayed by Covid-19. The government had encouraged the Council to continue progressing plans. As such the nature of how the plan was being proposed to engage had been changed.
- The plan had been approved by Full Council in February 2020, however additional information had been added on the Housing Study and this could be commented on as part of the consultation.
- The Local Plan would form the rulebook of the Planning Committee.
- As the City had grown through the boundary of the City Council, Leicester City Council was working with partners in the neighbouring District and Borough Councils and Leicestershire County Council as it was recognised that they may need to help with the housing needs of the City.
- The Government had set the Council targets on housing need of 29,104 dwellings over 15 years with 1,712 houses per year over this period. The consultation sought to meet that demand, however only 21,000 potential dwellings had been identified and as such it was being investigated as to whether the plan was going as far as it could in the city and whether the neighbouring councils could potentially accommodate on the city's behalf.
- Views were being sought on five large strategic sites and it was being proposed that housing development be brought forward on 85 other sites.
- A significant aspect of the Plan would be development in the Central Development Area
- The Local Housing Needs Study 2020 had not informed the Plan, but had reinforced the targets set by the Government. The Government targets were subject to change and any changes would have to be considered in the next iteration of the plan.
- The study had advised on a level of Affordable Housing Need of 12,206 homes (718 per year). The current targets did not need to be changed to meet this as the Government figure included an 'affordability uplift' to deal with the affordable housing need. However, this information was able to inform the Council in adopting new Section 106 targets and how to respond to the Government's new agenda in terms of discounted starter-homes.
- There would be a significant role for private sector renting in the city.

- The study recognised the need for specialist homes for older people and accessible, adaptable and wheelchair-user homes.
- The study identified the need for 4,800 bed spaces in student accommodation.
- The government had asked the Council to consider what level of custom and self-build plots may be required as the plan progressed into the next stage. Specific sites which could address that part of the market would be looked into.
- Houses of Multiple Occupation (HMO) represented a significant part of the housing supply. Smaller HMO did not need planning permission unless they are in an Article 4 direction area. The pressure around the issue of HMO was recognised and as such new evidence was being sought to review Article 4 and views on the policy on the HMO Plan were being sought.
- The plan looked at how best to protect the environment and Health and Wellbeing was being promoted.
- The importance of getting the correct mix of affordable housing, the right type of housing and space standards was recognised.
- The need to balance housing, employment and open space was recognised and ways to mitigate the pressure on public open space would be explored.
- There would be opportunities to develop new open space. The example was given of the former St Mary's allotments whereby the small amount allocated to housing would generate funding for enhancements to the remaining open space which was previously inaccessible.
- The process was half-way through. The initial consultations were being considered and views were being sought from as many people as could be engaged with through until December.
- Once the consultation was concluded, responses would be carefully considered, and the plan would be subject to another consultation in 2021. The final plan would be submitted to the Government who would conduct an examination in public to consider the plan.
- This was the first time the sites had been put out as formal recommendations, and it was stressed that this was a draft allocation at this stage.

The Commission scrutinised the Draft Local Plan, commenting as follows:

- What percentage of the plan would be social housing as opposed to affordable housing or home ownership?

Response from the Head of Planning:

The plan would determine potential sites for development but would not dictate the tenure or type of housing that would be on those sites. The nature of decisions on the individual sites and what housing may be brought forward where sites were owned by the Council was a matter for the Housing team and the Executive.

- Environmental groups had requested higher housing density in order to create more open space with 100 dwellings per hectare in the Central Development Area and 70 per hectare elsewhere. Additionally, would brownfield sites be developed before greenfield sites and was there any direction on creating housing in such a way as to discourage car use?

Response from the Head of Planning:

Housing density was an important issue and low-density housing was aimed for in suburban areas, around 30 dwellings per hectare rising to 50 per hectare in the Central Development Area. There would be sites where higher housing density was reached i.e. in the city centre. However, the nature of the market and the financial viability of the housing needed to be considered and it may be that the industry would not see 100 dwelling per hectare as viable to follow in suburban areas and as such the inspector may not approve such a plan. It was also recognised that high-density housing often entailed tall buildings which may be inappropriate in areas such as the Old Town.

It was in the interest of the Council to develop Brownfield sites where possible as they were seen as more sustainable and the policy of the government was that the Council aim to maximise Brownfield land as a priority. Landowners in the city centre had been approached to ascertain if they had sites they wanted to bring forward for development.

Discouraging car use was seen as desirable and as such walking and cycling infrastructure was being designed.

- Was Student Accommodation built to the same standards as residential accommodation? It was desirable to avoid having to retrofit such accommodation with features such as insulation if they then required to have their use changed, as it had been suggested that such accommodation could be useful to single people within the city.

Response from the Head of Planning:

All developments were required to comply with building regulations and the plan was keen to develop higher standards on energy efficiency for new buildings. However, new policy had meant that it was difficult to create local standards. It was seen as desirable to go further with the

energy policy in the plan, but it was recognised that the government may prevent this. Student accommodation was built to building regulations, but it was hoped to go further on space standards, however, it was uncertain as to whether national space standards could be extended to student provision.

- Are there any standards by which we can expect houses to generate some of their own energy?

Response from the Head of Planning:

Ways to make buildings as efficient as possible were being explored and the team were interested in views on the issue. It was hoped to go further along the same lines as other authorities had gone to achieve carbon neutrality, however it was thought that the Government may make this a centralised policy.

The viability of houses with stringent energy standards was uncertain and if developers did not think it was deliverable then Government inspectors may not consider it to be a viable policy.

- The Council was constrained by the local plan and what the Government was insisting on. Constituents had expressed the desire for social housing rather than affordable housing as it was not seen as affordable despite its name. As the population grows more people would be unable to afford their own home and would rely on local authorities to provide housing. It was important to take health into the equation and the need for green spaces was seen as important. It was good that Brownfield sites were being considered before Greenfield sites, but further to this an area needs facilities for health and to help the environment.
- How much land in the plan was owned by Leicester City Council? It has not yet been determined how much of the land would be private housing and how much would be social housing. Would the Council Housing Scrutiny and the Housing Lead have a role in determining this?

Response from the Head of Planning:

718 of the 1712 dwellings-per-year should be affordable housing. This showed that it was an unaffordable market and as such there was high demand for affordable and social housing. The Government would be very restrictive and if a big proportion of the housing was designated as social housing the Government may say it was an unviable market.

From a planning perspective it was not necessarily a relevant factor as to whether land was owned by the Council, however, Council sites could set a higher standard of development in terms of energy, affordability and/or social rent, so the Council could take advantage of such sites and provide a higher level of affordability if used as part of the plan.

The Government were looking to the market for delivery rather than to Councils, however it was believed that Housing and the Executive at Leicester City Council could deliver a higher standard of housing.

Response from Director of Housing:

Councillor Cutkelvin and the City Mayor had put forward £70million of funding for a new-build programme and these properties were now beginning to come back off the first phase of houses.

A number of sites allocated for housing were going through planning such as Saffron Velodrome and Lanesborough Road and Phase 2 of the plan would allow delivery of more energy efficient homes. These homes will go above and beyond on space standards and that the Council will lead the way from a climate perspective.

Going forward, sites seen as positive from a public perspective were being explored and they were keen to deliver as much affordable and social housing as possible. Sites would be reviewed as they became available and accessible. Once the outcome of the consultations on the Local Plan with Councillors and officers was seen, wider schemes to deliver more affordable and social housing could be explored.

- It was important not to lose green areas to housing particularly in Beaumont Leys Ward.

Response from Councillor Cutkelvin:

Local Ward Councillors would be consulted on developments embarked upon by the Council. An example was the Saffron Velodrome development which had a positive impact on the area and as such is was desirable for the project to be expedited.

Another area identified for development in the Saffron Ward was an area known as the 'Mud Dumps' which had become known for Anti-Social Behaviour. While some people were concerned about development for housing in the area, there was a broad agreement that a use needed to be found for the area and housing may be a solution. As such the Council were keen to use local intelligence to inform any decisions made.

- Highways had caused problems on new developments as road layouts had not been consulted on properly. Local Ward Councillors knew their areas best, however, if a site was objected to, then an alternative should be put forward.

Response from Councillor Cutkelvin:

It was accepted that some decisions would be popular with some groups of people but unpopular with others regarding both highways and housing and there was a need to balance the need to tackle the issue of overcrowding with the need for open space.

- What was the expectation of replacing old housing with new housing?

Response from the Head of Planning:

The main focus was on new sites, however, 'Windfall Sites' would be considered including small redevelopments, however, the potential impact on neighbouring properties would be significant. Older houses were a big challenge from an energy perspective as it was harder for the Council to make an impact on their energy standard. If they were redeveloped, they could be developed to a higher carbon standard. However, embodied carbon would be lost from not re-using old buildings.

Response from Councillor Clair:

As the process is gone through, there was an opportunity for elected members to show how they wished the plan to shape up over the next 15 years. If local ward councillors wished to comment it would be good for these comments to be put through consultation. Following submission there would be an opportunity to go through comments before the final proposal and endorsement. Local Ward Councillors were seen as key to guide Councillors and officers throughout the planning process, and local Councillors and residents were being worked with on how to achieve targets for social housing and how to make the Local Plan fit for purpose for the next 15 years.

- There was a contentious space in Eyres Monsell Ward, and it had been difficult to steer the public towards answering the consultation rather than resorting to petitions and involving the media.
- It was important for Councillors to engage with constituents as the plan would last for years once adopted.

Response from Councillor Cutkelvin:

It was recognised that it could be difficult for residents to engage with the consultation due to the high-level strategic nature of the plan. It was usually the case that people engaged once planning applications for housing were submitted, so having a consultation at a strategic level was to be encouraged.

- Lots of objections to the change in planning law had been received and it would be useful for Councillors to have a document that they could refer to in order to provide answers on the issue, which also clarified that these changes were coming from the Government rather than the Council.

Response from the Head of Planning:

The Government consultation had finished, and Leicester City Council had submitted a rebuttal of many proposals. Some of these points could be summarised and circulated.

- The City Mayor had circulated some useful questions and answers on the Government White Paper.

Response from Councillor Cutkelvin:

The response to the White Paper consultation had been brought to the Executive and was thought to be robust. The City Mayor had struggled to find positive aspects in the White Paper and had been critical of it. As such a briefing paper on the issue would be useful.

AGREED:

- 1) That the Director of Planning, Development and Transportation be asked to forward a briefing paper on the rebuttal of Leicester City Council to the Government White Paper to Councillors.
- 2) That the Draft Local Plan be accepted.

95. CLOSE OF MEETING

The meeting closed at 5:08pm.

HSC

HRA & GF Capital Programme

20/21- Q2 update

November 2020



General Summary

- HRA- spend in Q1 was obviously low due to the pause in all but essential works, with external works the first to show signs of recovery. Q2 has seen an ongoing improvement and we expect this continue up to year end, however it is unlikely we will see full spend in all work areas.
- GF – spend again has been low initially, however the situation is improving all the time and we expect to see a strengthening position in the next two quarters.



HRA- Q2 and forecast

19

Work area	budget	Q1 spend	Q2 spend	Yearend forecast
Kitchen and bathroom refurbishments	£4.11m	£307k	£1.084	£2.4m
Boiler replacements	£3.45m	£270k	£658k	£2.3m
Rewires and electrical upgrades	£1.88m	£67k	£424k	£950k
Disabled adaptations	£1.2m	£119k	£285k	£700k
Re roofing	£753k	0	£258k	£753
Soffits and fascias	£555k	0	£48k	£600
Window and door renewal	£150k	0	£21k	£50k
Balcony repairs	£198k	0	0	£50k
Sheltered Housing improvements	£100k	0	0	£25k
Fire Risk Works	£1.2m	0	£94	£400k
Council house acquisitions	£30.6m	£7.1m	£10.398m	£30.6m
New build council houses	£4.75m	£1.44m	£2.688	£4.75
Totals	£48.946m	£9.303m	£15.958m	£43.578



Summary

- Due to the slow start to the year all internal works have been delayed and we continue to experience delays, contractors are building capacity but they have numerous contracts to meet for us and other organisations etc. Some have only recently started to increase capacity, taking a cautious approach to releasing operatives from furlough.
- Some tenants are cautious about having internal works carried out and have asked us to defer the works, particularly relevant to rewires and adaptations.
- New builds continue to go well as does all external works and we expect to fully spend on these items.
- Acquisitions again are going well despite losing our momentum, however the forecast does rely on the completion of one or both of the large scale acquisitions we are negotiating on , UHL Hospital Close and The Jaime Lewis portfolio.

20

General Fund

21

Work area	Budget	Q1 spend	Q2 spend	Yearend forecast
Disabled facility grants (DFG's)	£3.2m	£314k	£492k	£2m
Repayable home repair loans (RHRL's)	£300k	0	£3k	£170k
Communal and environmental works	£875k	0	£141k	£575
Public realm	£1.2m	0	0	£750k
Fleet	£6.522	£333k	£877k	£2.8m
Empty Homes	£50k	0	0	£50k

Communal and Public Realm works

- Project board set up and meeting regularly
- Plans for the restyling of Ottawa Rd complete
- Landscape architect being brought in to re design courtyards
- Green Team recruited and have started on site
- Consultation to start on garage demolition

22



Leicester
City Council

Disabled Facility Grants

- All cases that were stopped are now being completed
- 23 • All cases have been reviewed
- Some cases are being split to expediate works
- Some applicants are asking for the works to be paused.



Fleet Replacement

24

STATUS	NUMBER	COST	PLANNED ESTIMATED DELIVERY	ESTIMATED IMPACT OF COVID 19
Delivered	29	£1,534,000	September 2020	Some delays of 2-3 months incurred
Ordered	37	£1,470,000	April 2020 – October 2020	Delay of 4 to 6 months
Awaiting Legal	21	£2,055,000	September 2020 - September 2021	Delay of 4 to 6 months
Out To Tender	10	£600,000	September 2020 - November 2020	Delay of 4 to 6 months
Awaiting Tender PRF submitted	17	£393,000	October 2020 - July 2021	Delay of 4 to 6 months
To be agreed with users or final PRF sign off	3	£210,000	October 2020 - July 2021	Longer lead time of 4-6 months expected
APSE Procurement Consultant	6 months	£50,000	October 2020	Extend until March 2021
Axle Load Indicators	100	£86,940	December 2020	Delay until June 2021
Total		£6,522,000		

Right to Buy Receipts

25

£m	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total for Year
Required expenditure	6.4	5.7	8.7	12.9	33.7
(Over)/Under Delivery Against Previous Quarter Target	(1.7)	(1.6)	(2.0)	(9.3)	(1.7)
Actual / Forecast expenditure	6.3	6.1	16.0	6.0	34.4
Forecast (Headroom)/Shortfall Against Quarter Target	(1.6)	(2.0)	(9.3)	(2.4)	(2.4)

Appendix C

Lead Member Briefing Report

Districts and STAR Performance

Lead Member: Cllr Cutkelvin

Lead Director: Chris Burgin

Housing Scrutiny Commission: 23rd November 2020

Useful information

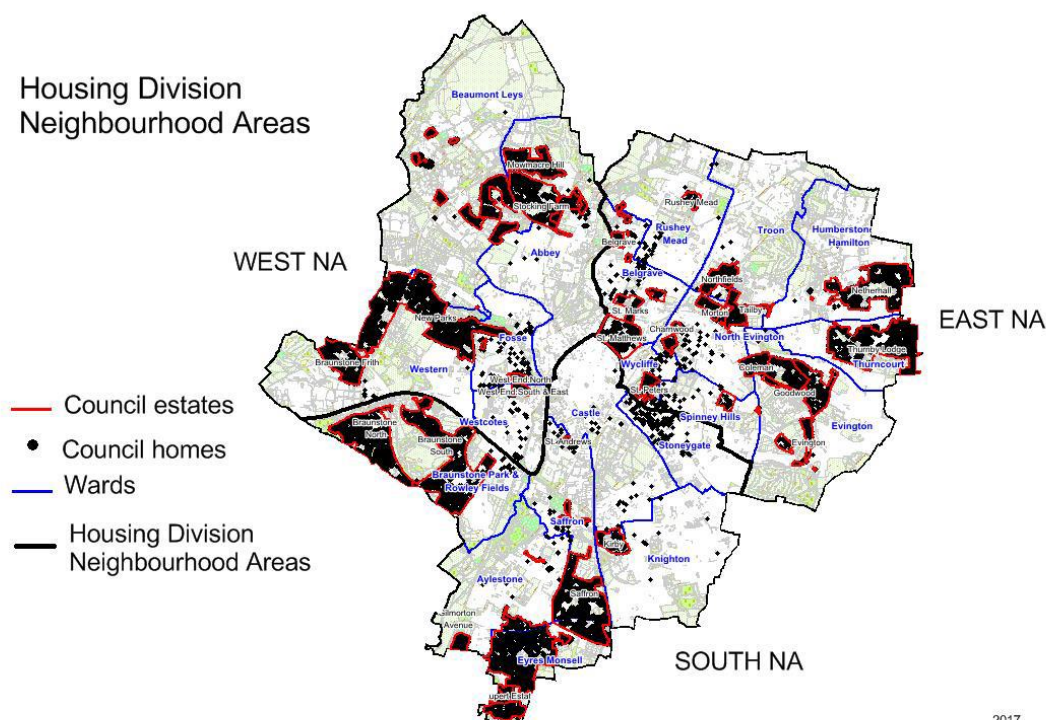
- Ward(s) affected: All
- Report author: Gurjit Kaur Minhas
- Author contact details: Ext 37 5144
- Report version number: 1

1. Purpose of Report

- 1.1 The Purpose of this report is to provide the Housing Scrutiny Commission an update on the work and priorities of the Tenancy Management and STAR Service.
- 1.2 This report will highlight the next steps and improvements being planned within service areas.
- 1.3 The report will also provide an update on how the service responded and adapted service provision to support the most vulnerable tenants during the Coronavirus pandemic.

2. Background

- 2.1 The Tenancy Management Service provides the social landlord function to the 21,146 Leicester City Council owned homes, which involves dealing with an extensive range of service requests from tenants
- 2.2 The service is also responsible for the management of the Sheltered Housing Units, Leaseholders and the Gypsy and Travellers sites in the city.
- 2.3 The city is divided into three Neighbourhood Housing areas each with a District Manager responsible for tenancy and estate management in their area.



3. Detailed report

3.1 The Tenancy Management Service delivers a range of functions, which includes dealing with the following types of service requests:

- Abandoned Properties/Unlawful Occupiers/ NTQs
- Anti-Social Behaviour - includes working with partners such as CrASBU
- Building Officer Responsible Work – includes fire safety checks to communal areas
- Communal Cleaning Checks
- Condition of Property Enquiries – damp, alterations and inspections
- Condition of Tenancy Breaches
- Customer Face of Housing –assisting and facilitating tenants to access other services, repairs, ASC, support services
- Decants – re-housing of tenants in an emergency or crisis
- Domestic Violence Cases
- Estate Management – includes a variety of tasks dealing with fly tipping, security and grounds maintenance
- Evictions
- Priority Case Transfers – involves carrying out investigations and writing reports for tenants who need to move for reasons such as harassment
- Environmental Projects - consulting with local communities and identifying and facilitating improvement works for the area
- Gypsy and Traveller Site Management
- Leaseholders Management
- Sheltered Housing – inspections and checks on residents
- Welfare Visits – contacting tenants where we identify they may have additional support needs that are not being addressed and developing support action plans

3.2 During 2019- 20, 18,972 service requests were dealt with on top of carrying out the day to day building responsibility and estate management work.

3.3 Performance on key performance measures for the Tenancy Management service in 2019/20 was:

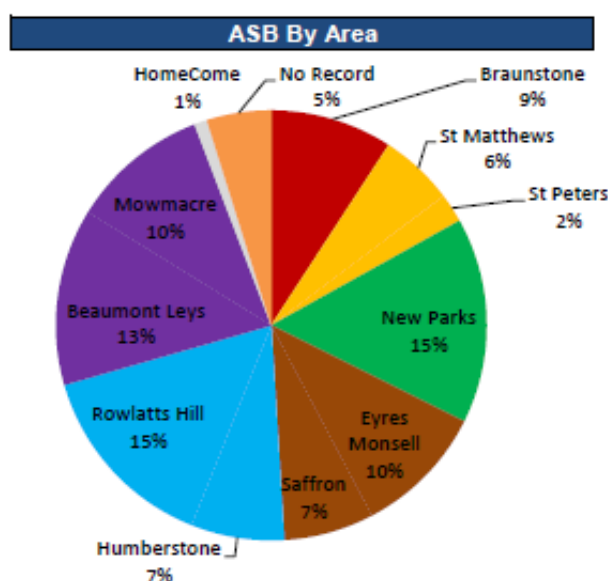
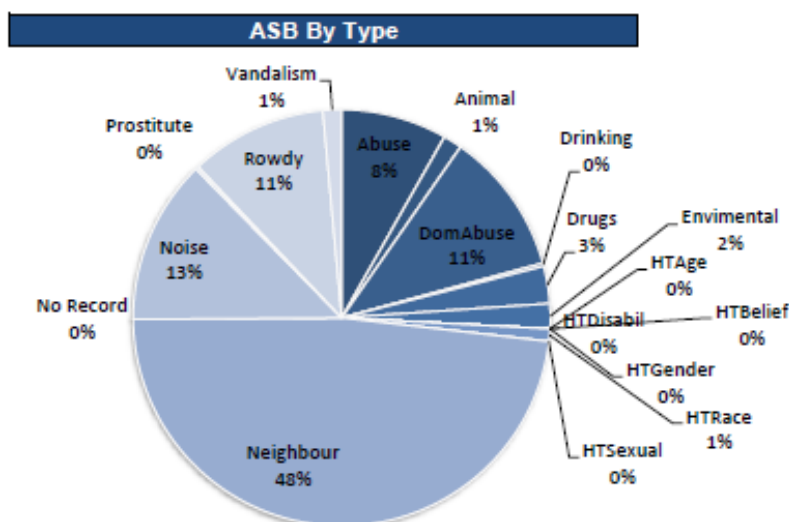
- percentage of new tenancies sustained over a year was 91.1% just slightly below the target set of 92%.
- percentage of fire inspections carried out on time was 99.1%, this is a rag rated measure
- ASB cases dealt with were 1487, in 2018/19 1,322 cases were dealt with

The service has performed well considering the challenges brought about by the Coronavirus and maintained performance in these key areas.

Performance Indicator	Direction of Travel	Lead HOS	2018-19 Outturn	2019-20						
				Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD	Projection
Percentage of new tenancies sustained for over a year	Higher is better	Gurjit Minhas	89.8%	92.0%	90.5% inc	93.3% inc	89.1% dec	90.9% inc	91.1%	91.1%
Percentage of fire inspections carried out on time	Higher is better	Gurjit Minhas	90.2%	RAG Rated	99.6% inc	90.3% dec	99.2% inc	99.5% inc	99.1%	99.1%

Total ASB Cases Reported													
	April	May	June	July	August	September	October	November	December	January	February	March	YTD
2019-20	158	128	136	191	135	119	98	107	83	134	97	101	1487
2020-21	52	85	184	146	116								583

Cases That Escalated To Perpetrator Path													
	April	May	June	July	August	September	October	November	December	January	February	March	YTD
2019-20	81	79	76	99	57	67	61	67	27	61	53	54	782
2020-21	37	53	86	72	49								297



3.4 Service Priorities

Key service priorities are:

- Improving our estates
- Improving communal areas
- Dealing with Fire Safety
- Tackling anti-social behaviour
- Supporting tenants

3.5 A survey about tenants priorities was carried out in early 2020, over 300 tenants participated from across the City who had contacted the Housing Service in the last 12 months. Respondents stated that their key top priorities to improve the area in which they lived were, car parking, communal area refurbishment and tackling anti-social behaviour and harassment. These priorities identified link in with the service priorities we already have in place.

3.6 Improving our Estates

3.6.1 In 20/21 we are estimated to spend over £800k on 38 schemes agreed with Local Ward Councillors across the City to improve estates and buildings, which includes the following works:

- External painting and replacing patricians
- Increase parking bays
- Improve bin areas
- Replacing gates and fencing
- Bedroom and bathroom conversions
- Improve lighting
- Landscaping
- Replacing paths

3.6.2 In the West area of the City we are carrying out external painting, increasing parking and tidying up courtyards.



- Abbey Ward external painting to blocks of flats

3.6.3 In the East Area of the City we are erecting fencing to deal with anti -social behaviour tower blocks and increasing parking.



- Thurcourt Ward supported by ward members £80,000, parking is an ongoing issue due to estate layout.

3.6.4 In the South of the City we are creating additional parking, carrying out hedge removal and bedroom and bathroom conversions.



- Braunstone and Rowley Fields ongoing conversion scheme approved by Councillors, programme of property conversions cost £30,000

3.7 Public Realm Project

3.7.1 The Housing Division is investing £5m over 3 years in the St Matthews and St Peters areas of the City to improve the Estate environment. Working closely with local residents to identify improvements to the estates. Including

- Internal Communal Area enhancement
- External improvements balconies and externals of flats
- Development and improvement of communal garden areas
- Landscaping around Tower Blocks and other areas across both areas
- Tree Planting
- Additional Parking
- Replacement of Garage doors and enhancement of garages

3.7.2 Plans have currently been drawn up for Ottawa Road. A landscape architect will be drafting plans for internal courtyards and parking to make spaces more suitable for use by local people. A project board has been set up to deliver this project and monitor progress.

3.8 Supporting Tenants and Residents (STAR)

3.8.1 The STAR service (housing related floating support service) supports our most vulnerable tenants to sustain and maintain their tenancies. The service works with Council tenants across the City on a one to one basis. Currently the service is working on 500+ cases at any one time.

3.8.2 The service achieves successful outcomes and gets service users to engage by building up trusting relationships. The service coaches' people on life skills and maximises their income so that they are able to maintain their tenancies. Some of the most complex cases involve tenants who have mental health, substance issues and/or fleeing from violence and abuse. These cases require intensive one to one support to encourage tenants to engage with services. The service will also be piloting the role of employment worker to increase the number of tenants on the pathway to work, although Covid is presenting additional challenges in this area.

3.8.3 **Performance on key measures for the STAR Service in 2019/20 was:**

- Total number of vulnerable tenants supported to maintain their tenancy 949
- 1,416 short term cases were supported
- Total income maximised for tenants by providing support was £1,016,097
- New tenancies sustained for over a year was 91.1%

Performance Indicator	Direction of Travel	Lead HOS	2018-19 Outturn	2019-20						
				Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD	Projection
STAR: Total number of vulnerable tenants supported to maintain their tenancy	Contextual	Gurjit Minhas	N/A	Contextual	509	509	505	502	502	502
STAR: Service-wide sustainment cases (short term support)	Contextual	Gurjit Minhas	1,759	Contextual	365	385	321	345	1,416	1,416
STAR: Total Income Maximised (£)	Higher is better	Gurjit Minhas	1,245,407	Contextual	1,082,318	1,087,082	1,100,912	1,016,097	1,016,097	1,016,097

3.8.4 Performance has been maintained; support was focused on an increased number of short-term cases in addition to the arrangement of 1,535 food parcels for households during the early stage of the coronavirus lockdown.

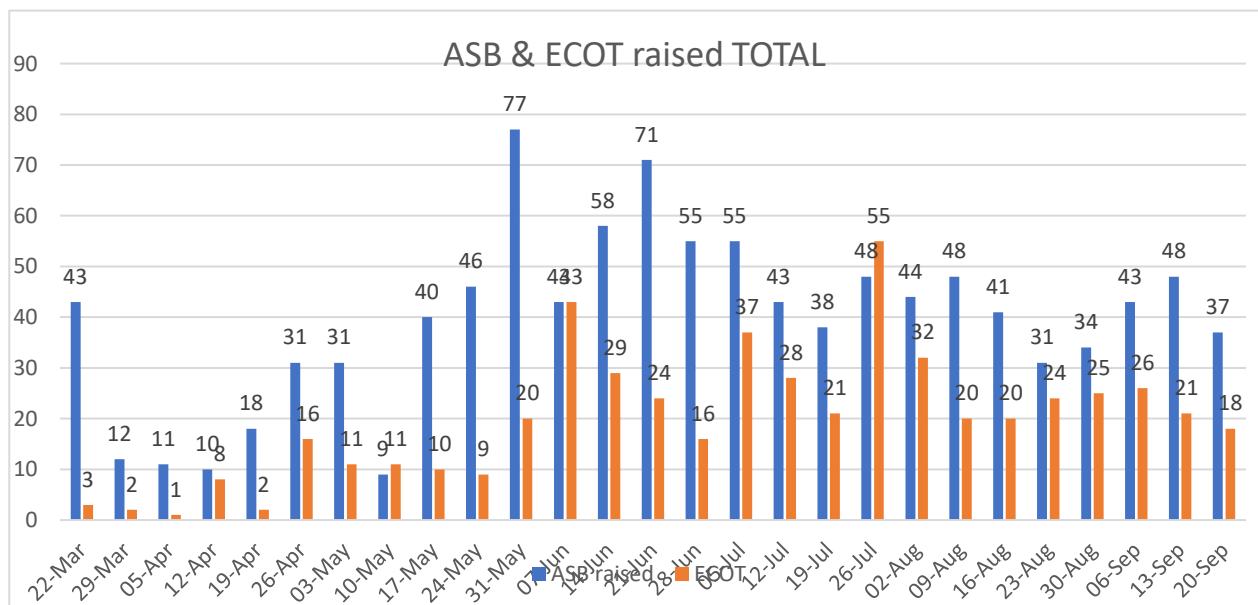
3.9 COVID 19 Pandemic

3.9.1 During the Coronavirus lockdown the Tenancy Management and STAR service responded by transferring most operations to remote working. Services had been mainly operated from the St Marks Office, Saffron Office, New Parks Centre, Beaumont Leys Hub and St Matthews Community Centre. Services are also delivered directly to tenants, leaseholders and residents on estates and in their homes. When lock down took place all offices/centres were closed, and most home visits stopped. However, staff have continued to deliver a substantial service offer by working remotely from home.

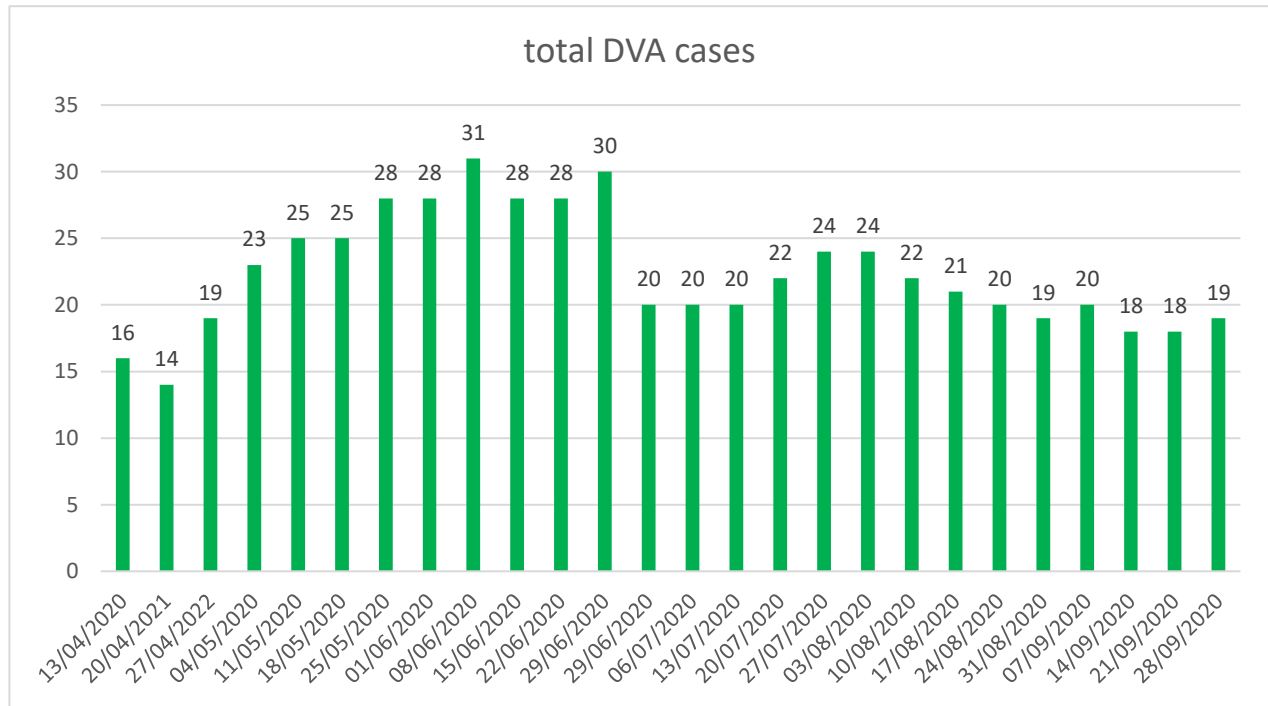
3.9.2 The Tenancy Management and STAR service focused on providing support to the most vulnerable tenants and residents during the height of the pandemic in April this year. Officers rang vulnerable tenants, referring them to support and arranging for food parcels. Urgent cases for rehousing due to domestic violence and harassment have been prioritised and supported. The service has also been focusing on ensuring households coming out of temporary accommodation are allocated sensitive lets, to increase their longer-term chances of sustaining their tenancies and maintaining stability in neighbourhoods. To enable the service to focus on these priorities low level service requests and environmental improvement work was put on hold.

3.9.3 Over 6,500 welfare calls were made by Tenancy Management staff, people have been referred on for food parcels and additional support as appropriate. The STAR service linked tenants in with the corporate Covid -19 support in the City.

3.9.4 During the first few months of the lock down the service saw an increase in Anti - Social Behaviour cases as households had no-where to go as non – essential travel was not permitted. This has now levelled out to pre-Covid levels.



3.9.5 We also saw a corresponding rise in domestic violence cases reported to the service, again as households stayed at home during the lockdown period.



3.9.6 Tenancy management and STAR service continued to provide support and provide assistance to these priority cases and arranged for people for move, access refuge and tackle perpetrators during the lockdown.

3.9.7 Coming out of Lockdown, to ensure the safety of our tenants and staff we have developed a critical contract matrix and method statements that sit alongside our service risk assessment. We are now carrying out home visits where it is absolutely essential and have supplied staff with PPE and guidance on how to carry out their work safely. The majority of services will continue to be delivered remotely.

3.10 Next Steps and Improvements

3.10.1 Environmental Projects and the Public Realm work will continue to be a priority and we will progress this work as quickly as possible subject to COVID which has already impacted the start of the project.

3.10.2 We continue to play a key role in fire safety to ensure nothing like Grenfell ever happens again, fire safety checks continue on a regular basis and improvement work has taken place to buildings including the installation of sprinkler systems. We are now ensuring important information in relation to buildings is stored electronically and is accessible for the Building Responsible Officers.

- 3.10.3 We have had an increase in complaints about pigeons, rats and bed bugs, therefore will be reviewing our service level agreement with pest control services to ensure we are dealing with the increasing demand in this area.
- 3.10.4 Connected to the above is addressing the behaviour and lifestyle of tenants and resident who contribute to the increase of these problems by leaving food out. We also have issues with residents disposing of fat and wipes inappropriately which clogs up sewers and pipes. We will be reminding residents of how to dispose of these items appropriately to help reduce the cost of unblocking waste systems and disruption to other tenants.
- 3.10.5 To improve the Anti-Social Behaviour Service offer we are proposing to transfer the function from the Housing Division to the CrASBU Team in the Neighbourhood and Environmental Department. The aim of this is to have one specialist service dealing with ASB regardless of tenure providing a more seamless and consistent service. Details of this proposal are contained within a separate report.
- 3.10.6 This change will give Housing Officers more capacity to take on the holistic role to support tenants through early intervention, carry out welfare visits and ensure tenants access appropriate support as required to maintain their tenancies. We aim to enhance the Neighbourhood Housing Officer role so they are the key contact person for the tenants.
- 3.10.7 The Tenancy Management service will enhance partnership working with agencies to ensure that tenants with a range of needs and different backgrounds access the appropriate support they need to maintain their tenancies.
- 3.10.8 We have identified gaps in housing provision for people who have ongoing support needs and need more specialised accommodation. This can be due to chaotic lifestyles, mental health issues, abuse or institutionalisation. We will be working with our partners to develop this provision for people who are not suited to general needs housing.
- 3.10.9 Moving forward we now face the challenges brought by the coronavirus, which has left many households in financial difficulties. With the “safer in” policy we are now rehousing more people who have been in temporary accommodation and have very complex needs. To ensure the support we provide is in alignment with the changing needs of our tenants we will be reviewing the STAR eligibility criteria. As furloughing stops and the ban on evictions is lifted households will more than even need additional support to maximise their income.

Executive Update

Who Gets Social Housing?

Draft to Lead Member Briefing: 26th October 2020
Housing Scrutiny Commission: 23rd November 2020

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

Useful information

- Ward(s) affected: All
- Report authors: Justin Haywood, Service Manager – Housing Solutions & Partnerships
- Author contact details: justin.haywood@leicester.gov.uk
- Report version number: 1

1. Purpose

- 1.1. This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.

2. COVID-19

- 2.1. From the end of March to the end of July, 4 months in total, the Housing Register and Leicester HomeChoice was closed.
- 2.2. During this period, and especially at the beginning of the period, the availability of properties for allocation was minimal, as businesses worked on COVID-safe ways to continue with tenancy terminations, voids work, and other aspects of the property process.
- 2.3. The Government advised local authorities to progress limited allocations through a direct match & let process in order to ensure, insofar as possible, that those in critical housing need retain some access to social housing. Leicester adopted this approach, and it included a focus on;
 - Homeless applicants
 - Applicants at imminent risk of homelessness
 - Applicants at risk or harassment or domestic abuse
 - Priority referrals from Adult Social Care and Children's Services
 - Any other critical exceptional circumstance
- 2.4. The result of this was an increase in the proportion of lettings done via Direct Let during the period – 40% of all lettings.
- 2.5. From July to the present day, there has been a gradual return to 'normal'.
- 2.6. A secondary effect of the combined issues; i.e.: -
 - closure of Leicester HomeChoice
 - reduced number of lets during the period (36% reduction from the corresponding period last year)
 - matching by exception rather than through normal means

- means that the statistics drawn from the Housing Register now have to be viewed with caution as they do not represent a continuation of 'normal' Allocations processes, and are difficult to compare retrospectively as a result, and are expected to recover in time.
- 2.7. With caution in place, Part 3 of this report now sets out the headline data.

3. **Headline data from the Housing Register**

3.1. Overall number of households on the Housing Register

- The number of households on the Housing Register has increased by 3% over the last 12 months; from 6131 on 01/10/2019 to 6342 on 01/10/2020. This is a slowing down of growth compared to normal trends, but is likely an anomaly that can be attributed to the Register being closed for 4 months recently.

3.2. Banding proportions

- Band 1 applicants account for 14% (876) of all households on the Housing Register. Last update this was 14%.
- Band 2 applicants account for 35% (2239) of all households on the Housing Register. Last update this was 39%.
- Band 3 applicants account for 51% (3227) of all households on the Housing Register. Last update this was 47%.

3.3. Primary reasons for joining the Register

- Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 63% (4019) of the register.

Following a Summer 2019 Policy change, there are now three Overcrowding priorities, rather than the original two. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately.

The following information summarises the differences between priorities:

- Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 198, or otherwise exceeding the property's maximum occupancy levels.
- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria, but is acknowledged within LCC's Allocations Policy as severe – generally those lacking 2 bedrooms or more.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe, but is acknowledged within LCC's Allocations Policy as causing potential houses difficulties – generally those lacking just one bedroom.

It's important to note that the number of critically/statutorily overcrowded households has decreased from 193 to 146 (24% decrease) in the last 12 months.

This is mainly due to the higher banding priority (Band 1) awarded to those households with the severest overcrowding which has enabled them to secure more suitable housing.

- People who are homeless or threatened with homelessness accounts for 17% (1084) of all households on the Housing Register. The number of cases has decreased by 15% in the last 12 months and is mainly due to the higher banding priority (Band 1) awarded to some homeless households and the increased use of direct allocation of properties whilst Leicester HomeChoice was closed during the pandemic.

3.4. Primary demand

- Demand across all types of accommodation is high, and outstrips supply.
- The highest demand is for 2-bedroom accommodation which accounts for 33% (2109) of total demand.
- Another primarily area of demand is for adapted accommodation. Work is ongoing to analyse this and determine how we can increase supply and make demand more equitable.

3.5. Other observations

- Social Housing tenants (Leicester) account for 24% (LCC tenants 1032, 16% & RSL tenants 487, 8%) of all households on the Housing Register.
- Applications from some wards are significantly higher than others, especially in wards where it is known that overcrowding is a major factor in housing need. Applications by Ward can be seen at Appendix 1.

4. Lettings Headline data

4.1. Overall number of lettings

- 439 lettings during 6-month period.
- The number of lettings in the last 6 months has decreased by 236 (35%) since last 6-month period, and 245 (36%) from the corresponding period last year. This is primarily due to the closure of Leicester HomeChoice for approximately 4 months and properties having to be allocated directly during the pandemic.

4.2. Which applicants are getting the lettings?

- Bands 1 and 2 accounts for 97% (418) of all lettings in the last 6 months.

- 238 (55%) of all lettings were for households who became homeless or were at threat of homelessness. This was a 13% proportionate increase from the corresponding period last year and is primarily due to the priority given for allocations to homeless households whilst Leicester HomeChoice was closed.

4.3. Waiting times

- For properties that were not directly allocated, the current average waiting times for Band 1 households are:

	1-bed	2-bed	3-bed
Band 1	5 months	8 months	9 months

This has increased by 1 months, 4 months and 6 months respectively compared to 12 months ago. This is primarily due to;

- Closure of Leicester HomeChoice for 4 months, adding that amount to the waiting times
 - Direct allocation processes to those in critical need may have left some in less critical need waiting for a longer-than-normal period
 - Reduction in number of lettings available this period
 - 50% of lets were 1-bed accommodation
- For properties that were not directly allocated, the current average waiting times for Band 2 households are:

	1-bed	2-bed	3-bed
Band 1	14 months	26 months	53 months

This has increased by 6 months, 8 months and 31 months respectively compared to 12 months ago. This is primarily due to;

- the change in policy implemented in August 2019 which resulted in more households being awarded a higher Band 1 priority.
- Closure of Leicester HomeChoice for 4 months, adding that amount to the waiting times
- Reduction in number of lettings available this period
- 50% of lets were 1-bed accommodation
- Very small number of 3-bed lets during the period resulted in 80% going to those in Band 1, and just 16 3-bed lets for Band 2.

4.4. Waiting times adjusted to take the above into account

- Work has been completed to estimate how the waiting times may have looked this period had COVID-19 not been a factor:

- Band 1 households:

	1-bed	2-bed	3-bed
Band 1 – Actual	5 months	8 months	9 months
Band 1 – Est. without COVID-19 impacts	4 months	4 months	5 months

- Band 2 households:

	1-bed	2-bed	3-bed
Band 1 – Actual	14 months	26 months	53 months
Band 1 – Est. without COVID-19 impacts	12 months	24 months	26 months

4.5. Housing Association & HomeCome Lettings

- Lettings to Housing Associations and HomeCome accounted for 82 (19%) of all lettings in the last 6 months (01/04/2020 – 30/09/2020). This compared to 190 (28%) of all lettings for the corresponding period last year. This is primarily due to the close of Leicester HomeChoice during the pandemic.
- Midland Heart was the largest provider with 28 (34%) of the lets with Riverside Housing the next highest provider with 19 lettings (23%).
- HomeCome lets accounted for 9 (11%) of the lettings.
- There were 57 lettings to private landlords via the Housing Options Private Rented Sector Team. This was a decrease of 10 (15%) from the corresponding period last year. This is mainly due to a reduction in the number properties becoming available due to the pandemic lockdown.

4.6. Direct Lettings

- The number of direct lettings accounts for 40% of all lettings for the 6-month period (01/04/2010 – 30/09/2020). All allocations of new voids were directly allocated whilst Leicester HomeChoice was closed for 4 months during the pandemic.

4.7. Other observations

- There were a total of 214 lettings of 1-bedroom accommodation in the last 6 months. This accounts for 50% of all lettings.
- New Parks had the most lettings (57) in the last 6 months followed by Beaumont Leys (40).

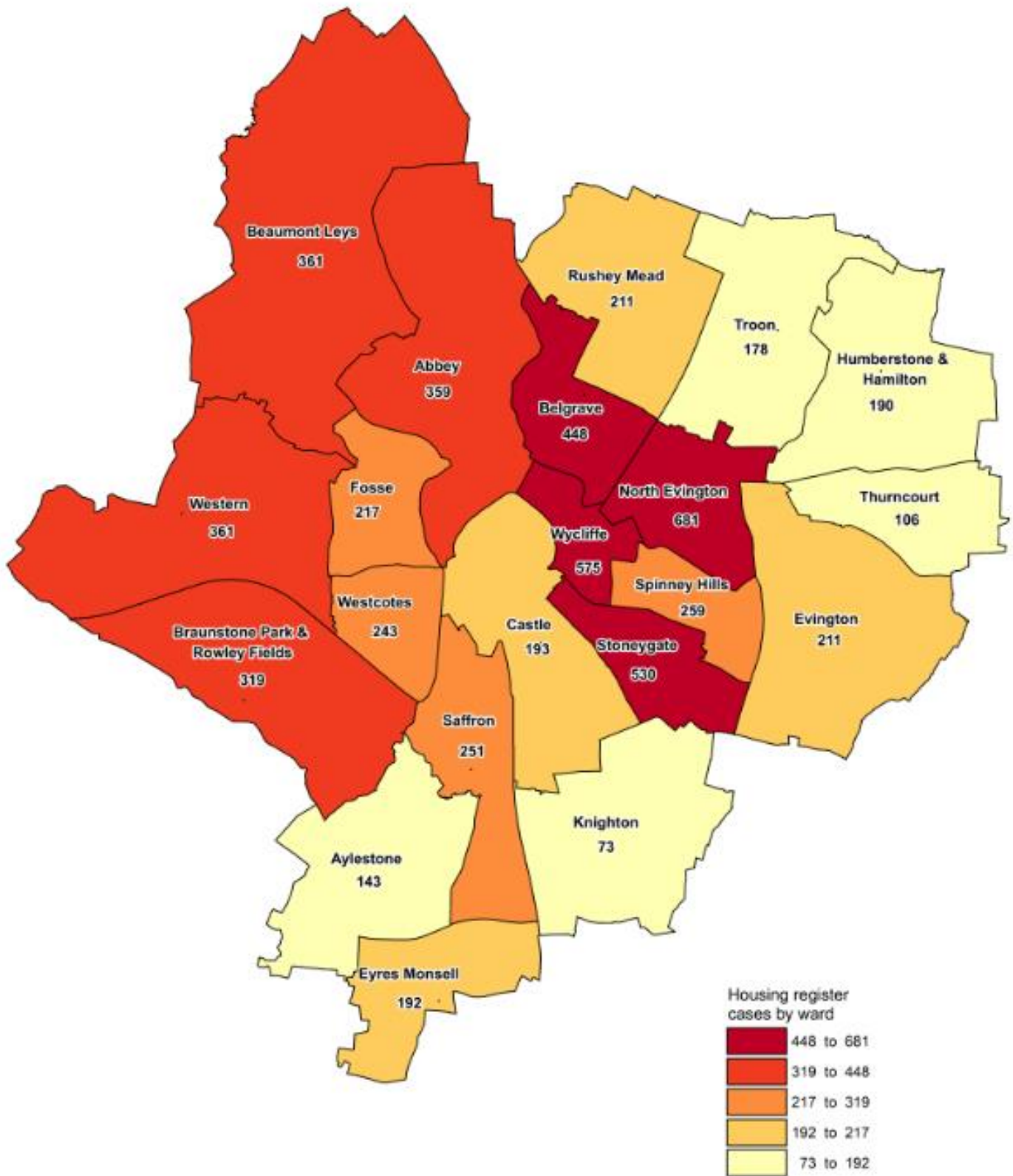
5. Summary of appendices:

- Appendix 1 – Map - Number of Applicants on the Housing Register by Ward (01/10/2020)
- Appendix 2 – Dashboard – Customer Dashboard
- Appendix 3 – Dashboard – Management/Staff Dashboard

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

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

Number of Applicants on the Housing Register by Ward (01/10/2020)



Who Gets Social Housing? (Council and Housing Association Homes) **Updated every 6 months**
Last Update: 1st October 2020

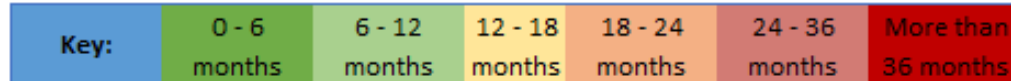
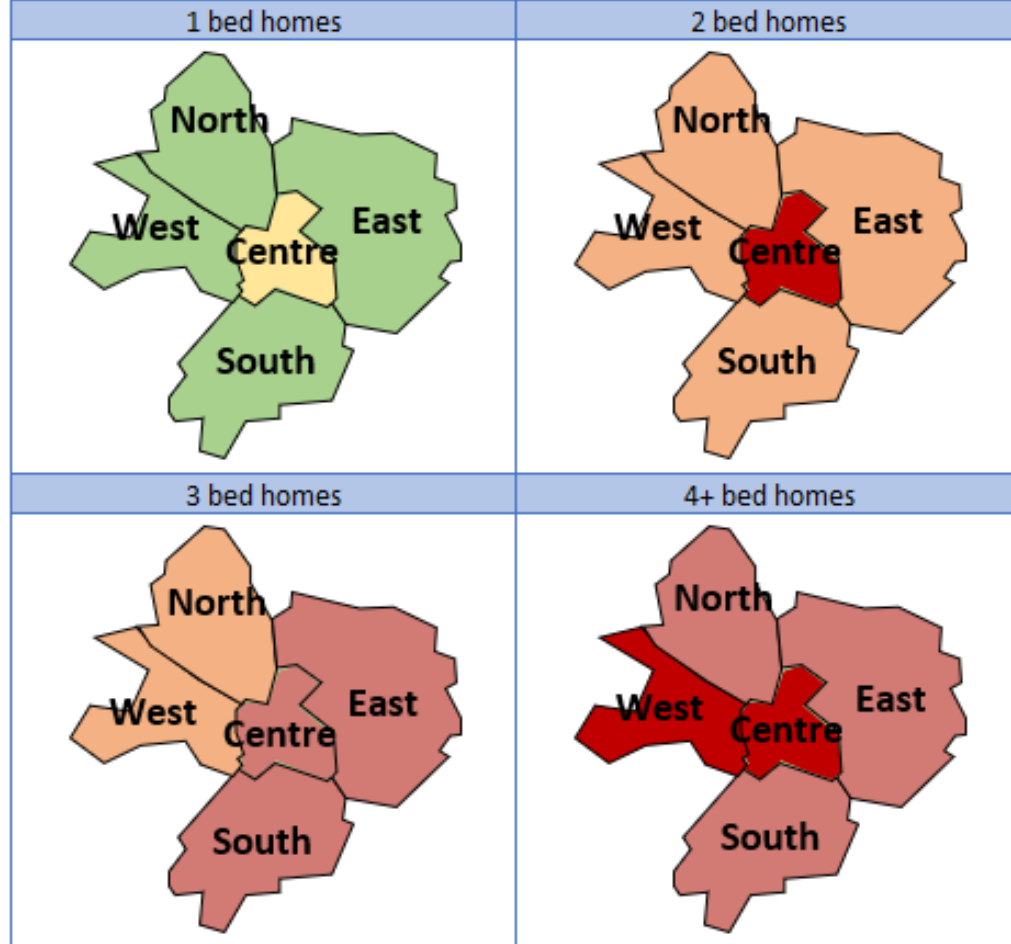
Total applicants on register on 1st October 2020

6,342

Total Lettings from 1st April 2020 to 30th September 2020

430

Waiting times for Band 2 applicants for different sized homes in the City



Average waiting times for property sizes:



5 months waiting in Band 1
14 months waiting in Band 2
7 months Waiting in Band 3



8 months waiting in Band 1
26 months waiting in Band 2
No lets to Band 3 this period



9 months waiting in Band 1
53 months waiting in Band 2
No lets to Band 3 this period



4 months waiting in Band 1
35 months waiting in Band 2
No lets to Band 3 this period

45

Who Gets Social Housing? (Council and Housing Association Homes) 2020 - 2021

Housing Register Build Data

Total Applicants	
Period last year	As at 1st October
6,131	6,342
% Increase / Decrease	
3%	

Band Breakdown		
Band 1	Band 2	Band 3
876	2,239	3,227

Need (size of home) breakdown				
1 bed	2 bed	3 bed	4 bed	5 bed +
2,016	2,109	1,474	568	175

Top 10 reasons for appearing on Register		
Priority Reason	Number of Applicants	As a % of all Applicants
Overcrowding	3041	48%
Homeless or threatened with	796	13%
Severe Overcrowding	832	13%
Medium Medical	426	7%
High Medical	291	5%
Temporary Accommodation	252	4%
Priority Under-occupation	111	2%
Sheltered Accommodation Need	130	2%
Insecure Accommodation	98	2%
Under-occupation	38	1%

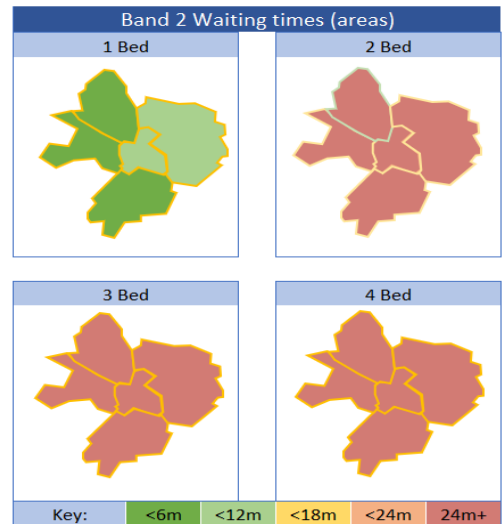
Lettings Data

Total Lettings	
Period last year	April - Sept 2020
675	430
% Increase / Decrease	
-36%	

Band Breakdown		
Band 1	Band 2	Band 3
278	140	12

Lettings breakdown by size of home				
1 bed	2 bed	3 bed	4 bed	5 bed +
214	107	97	9	3

Waiting times (months)					
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	5	8	9	9	8
BAND 2	14	26	53	35	87
BAND 3	7	-	-	-	-



Which priorities are getting the housing?			
	<ol style="list-style-type: none"> Homeless Temp Accom Overcrowding 		<ol style="list-style-type: none"> Overcrowding Homeless Medical
	<ol style="list-style-type: none"> Overcrowding Medical Homeless 		<ol style="list-style-type: none"> Overcrowding Homeless Harassment

Executive Update

Homelessness & Rough Sleeper Strategy Update

Draft to Lead Member Briefing: 26th October 2020

City Mayor Briefing: 5th November 2020

Housing Scrutiny Commission: 23rd November 2020

Assistant Mayor for Housing: Cllr Elly Cutkelvin

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report authors: Justin Haywood, Service Manager – Housing Solutions & Partnerships
- Author contact details: justin.haywod@leicester.gov.uk
- Report version number: 1

1. Purpose

- 1.1. This report provides a further update to Members of the Executive and the Housing Scrutiny Commission on progress in implementing Leicester's Homelessness & Rough Sleeping Strategy 2018-2023, since the last update to Scrutiny in February 2020.

2. Summary

- 2.1. Part 3 of this report gives important background information for the period.
- 2.2. Part 4 of this report shows the latest progress made since the last update (February 2020 to November 2020) across the key strategic aims:
 1. Anyone at risk of homelessness is aware of and has access to the services they may need to prevent it.
 2. Provide suitable accommodation and support options for people who are, or who may become homeless.
 3. Reduce rates of repeat homelessness amongst single people.
 4. Provide the right support and services so that no person needs to sleep rough in Leicester.
- 2.3. In summary good progress has been made on all points, although some objectives have had to be placed on hold or changed in order to respond to more immediate needs of the national COVID-19 pandemic, and the effect on homelessness services.

3. Background

Homelessness Strategy

- 3.1. Leicester's fourth [Homelessness Strategy](#) was formally agreed May 2018 and coincided closely with the commencement of the Homelessness Reduction Act, which came into force on 3rd April 2018.
- 3.2. The Strategy factored in new pressures, and an updated landscape, and makes it clear that this is not a council endeavour alone, as tackling homelessness requires significant partnership working to address the root causes of homelessness, and provide the level of support and advice needed to those affected.

- 3.3. As such, Leicester and key partners are undertaking an ambitious programme of work to tackle homelessness locally. Work has been ongoing to implement the agreed actions / proposals and build on the extensive work already in place.

Homelessness Reduction Act

- 3.4. The Homelessness Reduction Act significantly increased the depth and breadth of local authorities' statutory homeless duties. Most notably it added two new duties; the 'Prevention Duty' and 'Relief (recovery from homelessness) Duty'.
- 3.5. As a result, the workload of our front-line officers and the Service increased significantly, and the government have provided temporary funding to acknowledge these increased burdens upon local authorities. It is important that this funding continues to be made available by central government if they expect local authorities to continue to achieve the level of prevention and support currently being delivered. They have yet to confirm to local authorities that the 'new burdens funding' will continue into 2021/2022.

Covid-19 Pandemic

- 3.6. In addition to existing pressures, local authorities have been put under additional pressure as a result of the Government's 'Everyone In' directive, which began at the end of March 2020. The directive ensured that people who were rough sleeping or in shared sleeping arrangements (for example, night-shelters) at the time of lockdown were provided with self-contained temporary accommodation (TA) reducing the risk of COVID-19 infection and spread. This was necessary to reduce the impact of COVID-19 on people sleeping rough and at risk of rough sleeping and ultimately to prevent deaths during this public health emergency. However, it resulted in huge levels of demand within a short period of time – LCC accommodated a huge amount individual in a short space of time, some of which had no recourse to public funds (NRPF).
- 3.7. In addition to the increased demand, supply was also affected when we lost 45 bed-spaces that were considered shared sleeping arrangements, namely the Outreach dormitory, the SafeSpace, and our partner One Roof Leicester's Nightshelter.
- 3.8. LCC's homelessness services responded by extending the provision of TA to ensure we were able to respond to the crisis effectively, and that no one needed to rough sleep at this time.
- 3.9. This was achieved by the swift mass-procurement of safe, furnished accommodation - primarily additional self-contained flats and hotels – and working with charities, the NHS and public health in the provision of wraparound and specialist support.
- 3.1 The combined result of this is an overwhelmed Single Person & Childless Couple Homeless Pathway which the service continues to work hard to recover from.
- 3.2 As such, LCC have developed a new 'Rough Sleepers Next Steps Strategy' to aid service recovery and ensure a uniform approach is taken to support individuals at risk of rough sleeping. An update on this can be seen at 4.3.7.

4. Progress on the Homelessness Strategy

4.1. Strategic Aim 1: Anyone at risk of homelessness is aware of and has access to the services they may need to prevent it

4.1.1. Homelessness Prevention is now part of the statutory duty. The duty requires an authority to provide help and advice to prevent homelessness for households in their district. We work together with applicants to create and carry out a personalised housing plan.

Access and awareness

4.1.2. LCC Homelessness Prevention & Support services have made it a priority to ensure that; through effective comms, partners, information on the website, and referral processes; people at risk of homelessness are aware that services are available and are available to access when they need to. We believe this is the chief reason behind why 61% of presentations to the service are made before the person becomes homeless, compared to the national average of just 52%. Homelessness Prevention & Support is much more likely to find successful outcomes for customers when they present early in the process, as sustainment of current accommodation is more likely to be a possibility. 57% of successful 'homelessness preventions' by LCC are done via sustaining the existing accommodation; removing the threat of homelessness. This compares extremely well to just 37% Nationally.

4.1.3. LCC go further by offering a self-serve Early Prevention tool called MyHOME. The MyHOME App and website allows customers to get tailored advice 24/7, and whilst it can be used by anyone in housing difficulties, it is primarily aimed at people who are just starting to have difficulties, where getting plugged into the right services can make a key difference and prevent the need for statutory homelessness support later down the line. The service is currently planning a new marketing drive to improve uptake.

Prevention solutions

4.1.4. Despite the COVID-19 Pandemic, prevention solutions remain high for households who approach us with a threat of homelessness. LCC compare very well against the National average, achieving solutions for 76% of applicants since the new Act was introduced. The National average is 67%.

4.1.5. The Service achieves this by offering a multitude of interventions, and putting the focus initially into exhausting every possibility of sustaining the current accommodation. If that fails, we work with the customer to identify a new accommodation solution before homelessness occurs. Interventions include:

- Negotiation with family and friends, lenders, and landlords;
- Affordability assessments, and maximising income;
- Referrals and signposting to partner agencies and specialist advice;
- Private Rented Sector solutions through financial help and incentive schemes;
- Housing Register priority; and,
- Advice about other housing solutions such as Shared Ownership, where appropriate.

Resumption of evictions

- 4.1.6. The amnesty on evictions ended during September and now presents a risk of increased presentations. This risk is further increased by the fact the government's furlough scheme ended on 31st October 2020, replaced by the Jobs Support Scheme which is expected to be less effective.
- 4.1.7. The Coronavirus Act 2020 does provide some protection to social and private tenants by increasing the period of notice a landlord must give a tenant before they can start court proceedings to evict the tenant. This is now 6 months
- 4.1.8. Ordinarily, local authorities only have a duty to provide homelessness assistance to tenants whose notice to quit is within 56 days of expiration, but LCC have taken a proactive approach in order to use the time effectively, and are raising homeless applications as long as the notice to quit is within 112 days of expiration – doubling the support provision.
- 4.1.9. We are also providing a new Landlord Advice service for landlords who may be at hardship as a result of the changes brought by the Coronavirus Act 2020.

4.2. Strategic Aim 2: Provide suitable accommodation and support options for people who are, or who may become homeless

Relief / Recovery support

- 4.2.1. If prevention does not work, or if applicants seek help when they are already homeless, there is a range of support available to work with the customer to help them recover as quickly as possible.
- 4.2.2. The success levels for applicants can depend on the applicant's flexibility in terms of willingness to explore all elements set out in the personalised plan. Applicants who explore all elements in full, rather than limiting themselves to preferences, have a high chance of getting a successful outcome.
- 4.2.3. The Service offers a variety of housing options to applicants, including the housing register, sign-posting to separate RP housing lists, Private Rented Sector solutions through financial help and incentive schemes, advice about other housing solutions such as Shared Ownership, where appropriate, and ensuring any support required to sustain solutions is made available. The applicant must then undertake the actions in their personalised housing plan in order to ensure that they make full advantage of the options and schemes available.
- 4.2.4. Due to the additional pressures of support those already homeless and accommodated due to the 'Everyone In' directive, LCC bid for financial support from the Short-Term Next Steps Accommodation Programme and were successful in securing £320,000 of additional funding for the City. The use this money will be put towards is detailed in 4.3.5.

Increasing supply - stock

- 4.2.5. In addition to advice and support, the city council intends to deliver about 1,500 new affordable homes over the next four years, including developing sites to provide the estimated 640 additional Extra Care supported living spaces needed over the next 10 years. For the first year, 340 new units were purchased from the private sector housing market with 62 more in progress and another 382 planned by 2023. This complements

the new build properties additionally planned to meet the manifesto commitment. All units are going in to the HRA as Council properties.

4.2.6. Further to this, and in addition to the £320,000 from the 'Short Term' pot, LCC have bid for approx. £2.5m from the 'Long Term' Next Steps Accommodation Programme for development of settled homes for the single homeless community. This is primarily a capital bid, with elements of supporting revenue.

Increasing supply - Private Rented Sector

4.2.7. With regard to the private rented sector solutions, we are now set to formally launch some recently piloted changes to landlord incentive schemes. The changes resulted in a significant increase in PRS tenancies available for let to homeless households. Including HomeCome, we created 131 tenancies through schemes in 2018/2019, which increased to **201 tenancies in 2019/2020**.

4.2.8. The scheme offer has been formalised and the new offer is now presented in a booklet, and will be launched in the coming weeks alongside a press release to generate more landlord interest, and get those landlords that may have overlooked us in the past to take a second look.

4.2.9. LCC plans to roll out selective licensing across Leicester's private rented sector, which is aimed at improving the overall quality of accommodation. This needs to be carefully managed in terms of relationships with landlord, especially those who partner with us to prevent homelessness. As such, Housing are included in the Selective Licensing Project Board. Options are currently being drafted by Regulatory Services ahead of an executive decision-making process.

Increasing supply (and improving prevention of homelessness) - Registered Providers

4.2.10. Work is ongoing with Registered Providers (Housing Associations) to;

- increase the number of property nominations available to homeless persons;
- encourage more investment and purchasing/building in the City; and,
- improve the referral processes for tenants who are heading towards potential eviction, so we can assist with sustaining the accommodation or otherwise preventing homelessness from occurring.

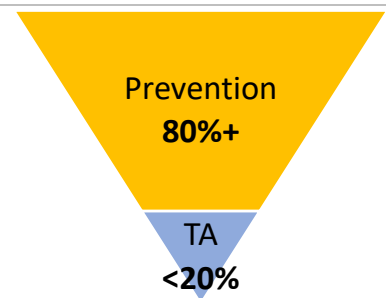
4.2.11. Initial meetings took place in September, and workshops are arranged in November with a view to develop an agreed partnership protocol and clarify responsibilities and commitments.

Temporary Accommodation (TA)

4.2.12. Importantly, the Council's duties at this stage also includes providing TA to families and vulnerable single-person households.

Accommodation for families

4.2.13. Generally speaking, less than 20% of families presenting as homeless or at risk of homelessness go on to need TA. As such, **in most cases where families seek assistance from the council when they are at risk of homelessness they do not actually become homeless.**



4.2.14. On average, each quarter there are 55 new families requiring TA. Over the last 2 quarters this average has reduced to only 31 families, but this is as a result of environmental factors relating to the COVID-19 pandemic, primarily the amnesty on evictions.

4.2.15. We have been able to maintain a 100% record of ensuring all families placed in B&B do not exceed 6-weeks' occupancy, which is a legal requirement upon LAs. Furthermore, most families have been moved on from B&B within a very short period of time – days not weeks.

4.2.16. During the period, progress has been made on developing a new model of family TA to support the “Homes not Hostels” vision, and this is now approaching the final stages of design. The council aims to provide self-contained TA, when there is no alternative, which allows families to live as normal a family life as possible, whilst they find suitable settled accommodation for their family. One key principle of this new model will be to have the accommodation as dispersed as possible across the City, to allow families to remain closer to support networks and educational infrastructure, where possible, and therefore reduce the impact of homelessness on the family and on the welfare and educational attainment of the children.

Accommodation for singles

4.2.17. In the most recent HCS Strategy update we informed Members that we were looking to launch a new temporary accommodation Eligibility Criteria for singles which puts the focus on ‘best fit’ rather than circumstances alone, to make better use of the range of temporary accommodation LCC have available, and to ensure that the customer has the best pathway possible. We informed Members that this would be launched around April 2020.

4.2.18. Due to responding to the immediate needs of the COVID-19 pandemic, this development has been put on hold in favour of the ‘Rough Sleepers Next Steps Strategy’ and service recovery. The intention is now to launch the new eligibility criteria alongside the final stages of service recovery – initial predictions are April 2021.

Prison releases, and accommodation for offenders

4.2.19. Contracts remain in place with Adullam Housing Association who are a long-standing provider of accommodation support services for offenders locally. Specialist services help us support criminal justice agencies locally by ensuring the safety of the public and reduce reoffending rates.

4.2.20. The number of specialist accommodation units available for offenders has increased from a total of 20 units to a total of 30 units in the most recent commissioning exercise. This accommodation includes a range of support levels and licence agreement terms,

including 'step down' accommodation to assist Offenders to move on into independent accommodation.

- 4.2.21. We work very closely with Probation services, and especially so recently in order to assist in a COVID-safe prison release programme, which included support the Ministry of Justice with it's early-release programme whereby those near to release were released in order to reduce numbers in prisons and therefore reduce the risk of COVID-19 spreading within prisons.
- 4.2.22. Housing Advice surgeries at Leicester Prison are on hold due to the pandemic, but are intended to resume in a COVID-safe manner as soon as possible. This may involve video-link rather than physical visits.
- 4.2.23. We have been working with all key organisations who provide support to Offenders / Ex-Offenders in order to develop an improved Prison Release Pathway. The new Pathway aims to plug gaps that have been collectively identified, and provide a smoother, more pro-active process. The Pathway is now within its final draft phase and will shortly be ready to pilot.

Hospital Discharges

- 4.2.24. The referral and pathway set up with the NHS's Housing Enablement Team is continuously reviewed in partnership, and further improvements have been made to ensure LCC are alerted earlier, and can take action more swiftly.

Accommodation for young people

- 4.2.25. The Joint working group established with children's services to develop a joint commissioning exercise continues to make progress and moves closer to completion. This will consider the supported accommodation needs of 16-25-year olds in the city. The driver behind the joint commissioning exercise is to allow LCC to provide a better range of options for young people.
- 4.2.26. Strategy actions relating to younger persons will be aligned with the ongoing placement sufficiency work.
- 4.2.27. Pathways in place are now regularly monitored to ensure they continue to provide successful routes.

Housing-related Floating support

- 4.2.28. A recent re-tendering exercise for improved floating support services for Leicester has closed to submissions at the end of January. However, due to COVID-19 contract extensions have been put in place with the existing provider and the date to award the new contract is yet to be decided.
- 4.2.29. Once the new contract is awarded, it will give LCC a new opportunity to ensure that services are tailored to the demands of a socially distanced City such that support can be maintained to an excellent standard.

4.3. Strategic Aims 3 and 4: Reduce rates of repeat homelessness amongst single people & provide the right support and services so that no person needs to sleep rough in Leicester

- 4.3.1. During the period, work has continued with local partners and charities, and we continue to fund and support various initiatives in the community, including day centres and specialist case workers (navigators), and see how those initiatives have, and must, change in light of the COVID-19 pandemic.
- 4.3.2. Donation points across the city continue to raise money for One Roof Leicester, to support their work with homeless persons and rough sleepers.
- 4.3.3. Housing Scrutiny Members were previously advised that we have achieved an exciting partnership with St. Mungo's to open a recovery college for homeless clients within the Dawn Centre. This was due to launch in April 2020 but has been delayed due to COVID-19. However, we remain interested in making this work in the City, and continue to discuss with St. Mungo's as to how we can take this forward.
- 4.3.4. In 3.7, it was stated that 45 units were lost as part of the pandemic response. Safe Space at Andover Street in particular was an enormously important part of our offer to this cohort but had to be closed due to the nature of the accommodation, and the current pandemic. The offer included 16 bed spaces for rough sleepers. Individuals who did not want to access accommodation-based support services could access this service nightly for a safe space to sleep overnight and leave in the morning. This was attractive to some and improved engagement in the long run as they became aware of the support that was available and became more confident in accessing it. Currently individuals seeking this type of service are being encouraged to enter other forms of TA.
- 4.3.5. As mentioned at 4.2.4. LCC were successful in securing £320,000 of additional funding from the Short-Term Next Steps Accommodation Programme. This will be used to financially support the other forms of TA, and support required to move-on into sustainable longer-term solutions.
- 4.3.6. LCC have developed a new 'Rough Sleepers Next Steps Strategy' which will help in monitoring and driving this work forward to enable to service to recovery effectively from the pandemic crisis.

Rough Sleeping Next Steps Strategy

- 4.3.7. The Rough Sleeping Next Steps Strategy now forms part of the strategic aims in the wider Homelessness & Rough Sleeper Strategy.
- 4.3.8. The principles are set out as;
1. No-one who has been placed in emergency accommodation in response to the COVID-19 public health crisis is asked to leave that emergency accommodation without an offer of support into alternative accommodation options based upon individual needs.
 2. Resources will be developed, including additional move-on accommodation to ensure as far as possible there is capacity and capability to deliver and implement offers of support

3. Continued protection from COVID-19 is provided for those who need it.
4. There is an integrated housing approach with health and care to secure access to services and continuity of care
5. The roll out is gradual, to avoid a 'cliff edge' and overload of services as lockdown is lifted.

4.3.9. Influx

- LCC continue to accommodate the flow of rough sleepers (including those not rough sleeping but at risk of rough sleeping) coming into service in what is essentially a voluntary continuation of the 'Everyone In' directive, on humanitarian grounds. This has slowed down, but remains a pressure and continuous impact on service recovery speed.
- The Street Lifestyles Operational Group continues to ensure a robust approach in place to tackle street lifestyle behaviours.

4.3.10. Move-on

- To date, 170 individuals have been moved-on positively from or within the pathway, leaving 155 remaining within 'COVID-19' provision.
- 80% of those in the pathway now have a robust plan to support them into settled accommodation and end the cycle of rough sleeping. Those amongst the 20% awaiting assessment are scheduled and will be captured shortly. Many are newly entered into the pathway.
- LCC have been working with Health to ensure that plans are robust and to ensure continuity of care as people move between services or pathways. It is important to ensure that local delivery plans are coordinated with local and regional NHS colleagues so that the housing and health response is integrated.
- Move on from hotel accommodation (as opposed to other temporary accommodation), continues to be prioritised.
- LCC continue to look to procure accommodation solutions within all sectors in order to ensure that people can exit the pathway into sustainable solutions.
- LCC continue to be committed to ensuring all those who require floating support to maintain their newly created tenancies are provided with a referral.
- LCC continue to explore options to enable voluntary reconnections for those who would receive better levels or support in other areas of the UK, due to local connection, or those who have no recourse to public funds and would be eligible for better support if returned to their 'home' country. We also continue to work to ensure there is enough capacity to provide continuing support to those who have no recourse to public funds in the interim.

Locality Matters

- 4.3.11. As a result of, we believe, decentralised shopping behaviours (resulting from the public's pandemic response), we have seen a dispersal of rough sleepers who engage in begging activity and of non-homeless beggars *from* the city centre and *into* outlying hubs of the city.
- 4.3.12. Narborough Road and Belgrave have had a noticeable impact, and to a lesser degree; Queens Road.
- 4.3.13. Special working groups have been set up in affected areas. LCC engage regularly with the Police, local Councillors, and local businesses. This has resulted in the matters improving significantly, but they continue to be carefully managed to ensure that support and enforcement are appropriately balanced.

5. Summary of appendices: None.

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

7. Is this a "key decision"? If so, why? No – update only.

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HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2020/21			
MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
Meeting Date 7 July 2020	Seven questions on behalf of the Climate Action Leicestershire Group ASB service proposal Housing division covid response and update Manifesto delivery – housing Rent arrears progress report April 2019 to March 2020 Who gets social housing Tenants' and leaseholders' forum action and decision log	Action Leicester and	
Meeting Date 7 September 2020	Update on the House Building & Climate Change Overcrowding Strategy – including tenants Incentive Scheme Voids & Lettings Report – Year-end report Repairs performance and update Report Disabled Facilities Grant / Housing Adaptation Update presentation	Simon Nicholls Caroline Carpendale Martin Clewlow Kevin Doyle Simon Nicholls	
Meeting Date 4 November 2020	Local plan special meeting	Grant Butterworth	

<p>Meeting Date 23 November 2020</p> <p>Agenda Date: 4 November 2020</p> <p>Deadline for papers 11 November 2020</p> <p>Papers despatch: 13 November 2020</p>	<p>COVID 19 update</p> <p>Housing Capital Programme update</p> <p>District Service Priorities & performance including ASB service performance</p> <p>Who gets Social Housing</p> <p>Update on Homelessness Strategy & Rough Sleepers Next Steps</p>	<p>Chris Burgin</p> <p>Simon Nicholls</p> <p>Gurjit Minhas</p> <p>Caroline Carpendale</p> <p>Caroline Carpendale</p>	
<p>Meeting Date 11 January 2021</p> <p>Agenda Date: TBC</p> <p>Deadline for papers 29 December 2020</p> <p>Papers despatch: 31 December 2020</p>	<p>HRA Budget</p> <p>COVID 19 – Housing response update</p> <p>ASB</p>	<p>Chris Burgin</p> <p>Chris Burgin</p> <p>Gurjit Minhas</p>	
<p>22nd February</p>	<p>Housing Manifesto Commitments update</p> <p>Rent arrears report</p> <p>Voids & Lettings Report</p> <p>Empty homes update</p>	<p>Chris Burgin</p> <p>Charlotte McGraw</p> <p>Martin Clewlow</p> <p>Simon Nicholls</p>	
<p>12th April</p>	<p>Goscote House & Sprinklers redevelopment</p> <p>Sheltered Housing project update</p> <p>Public Realm Project update</p> <p>Repairs performance and update report</p>	<p>Simon Nicholls</p> <p>Simon Nicholls</p> <p>Gurjit Minhas</p> <p>Kevin Doyle</p>	