

Leicester  
City Council

## **MEETING OF THE HOUSING SCRUTINY COMMISSION**

**DATE: TUESDAY, 15 JUNE 2021**

**TIME: 5:30 pm**

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

### **Members of the Scrutiny Commission**

Councillor Westley (Chair)  
Councillor Chamund (Vice-Chair)

Councillors Ali, Aqbandy, Byrne, Gee, and Rahman

1 unallocated non-group place.

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

For Monitoring Officer

**Officer contact:**  
**Jason Tyler (Democratic Support Officer):**  
Tel: 0116 454 6359  
E-mail: Jason.Tyler@leicester.gov.uk

Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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### **Attending meetings and access to information**

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- maintain distancing while entering and leaving the room/building;
- remain seated and maintain distancing between seats during the meeting;
- wear face coverings throughout the meeting unless speaking or exempt;
- make use of the hand sanitiser available;
- when moving about the building to follow signs about traffic flows, lift capacities etc;
- comply with Test and Trace requirements by scanning the QR code at the entrance to the building and/or giving their name and contact details at reception prior to the meeting;
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- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

### **Further information**

If you have any queries about any of the above or the business to be discussed, please contact: Jason Tyler (Democratic Support Officer) on 0116 454 6359.

Alternatively, email [Jason.Tyler@leicester.gov.uk](mailto:Jason.Tyler@leicester.gov.uk)

or call in at City Hall.

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## **PUBLIC SESSION**

### **NOTE:**

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## **AGENDA**

### **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 meetings of the Housing Scrutiny Commission held on the following dates are attached:

- (i) 22 February 2021
- (ii) 12 April 2021

Members are asked to confirm them as a correct record.

#### **4. CHAIR'S ANNOUNCEMENTS**

The Chair will make announcements to update Commission members on current issues.

#### **5. MEMBERSHIP OF THE COMMISSION - 2021/22**

To note the Membership of the Housing Scrutiny Commission for the 2021/22 Municipal Year as follows:

Cllr Westley (Chair)  
Cllr Chamund (Vice-Chair)  
Cllr Ali  
Cllr Aqbany  
Cllr Byrne  
Cllr Gee  
Cllr Rahman

#### **6. DATES OF MEETINGS OF THE HOUSING SCRUTINY COMMISSION FOR THE 2021/22 MUNICIPAL YEAR**

To note the dates of the Housing Scrutiny Commission meetings for the 2021/22 Municipal Year as follows:

15 June 2021  
16 August 2021  
4 October 2021  
29 November 2021  
10 January 2022  
28 February 2022

#### **7. PETITIONS**

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

#### **8. 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.

**9. COVID 19 - UPDATE**

The Director of Housing will provide a verbal update concerning the effect of the COVID-19 pandemic on the Division.

**10. RESPONSIVE HOUSING REPAIRS 2020/21 - YEAR-END PERFORMANCE REPORT & UPDATE** [Appendix B](#)

The Director of Housing submits a report, which provides an end of year update on the performance of the Division's Repairs and Maintenance (R&M) service.

**11. GOSCOTE HOUSE DEMOLITION - INSTALLATION OF SPRINKLERS IN TOWER BLOCKS** [Appendix C](#)

The Director of Housing submits a report, which provides an update on the progress of the demolition of Goscote House and the Sprinkler Installation Project.

**12. RETRO-FIT AND THE CLIMATE EMERGENCY** [Appendix D](#)

The Director of Housing submits a report, which provides an update on the measures the Housing Division is taking to help tackle the climate emergency.

**13. ENVIRONMENTAL BUDGET 2021-22** [Appendix E](#)

The Director of Housing submits a report, which outlines how the Environmental Budget will fund improvements on estates across the city in 2021/2022.

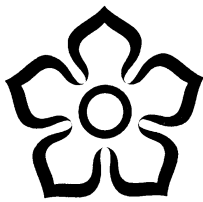
**14. ANTI-SOCIAL BEHAVIOUR (ASB) SERVICE - REVISED PROPOSAL** [Appendix F](#)

The Director of Housing submits a report, which sets out a revised proposal to change the delivery of Anti-Social Behaviour (ASB) Services.

**15. WORK PROGRAMME** [Appendix G](#)

The Commission's Work Programme is attached for information and comment.

**16. ANY OTHER URGENT BUSINESS**



Leicester  
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Minutes of the Meeting of the  
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 22 FEBRUARY 2021 at 5:30 pm

P R E S E N T :

Councillor Westley (Chair)  
Councillor Nangreave (Vice Chair)

Councillor Gee            Councillor Pickering  
Councillor O'Donnell    Councillor Willmott

In Attendance:

Councillor Cutkelvin – Assistant City Mayor (Housing and Education)

\* \* \* \* \*

**118. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Aqbany.

**119. DECLARATIONS OF INTEREST**

The Chair declared an interest as members of his family lived in Council accommodation.

The Vice-Chair declared an interest as her partner lived in Council accommodation.

Councillor Pickering declared an interest as she lived in Council accommodation.

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 interest. The Members were not, therefore, required to withdraw from the meeting.

## **120. MINUTES OF THE PREVIOUS MEETING**

### **AGREED:**

That the minutes of the meeting of the Housing Scrutiny Commission held on 11 January 2021 be confirmed as a correct record.

## **121. PETITIONS**

The Monitoring Officer reported that no Petitions had been received, in accordance with Council procedures.

## **122. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE**

The Monitoring Officer reported that no Questions, Representations or Statements of Case had been received, in accordance with Council procedures.

## **123. WOMEN TALKING, CITY LISTENING PROJECT**

The Director of Delivery, Communications and Political Governance submitted a report, which outlined the research undertaken by the City Listening Project team over the previous 12 months and summarised the key findings both directly and indirectly related to the Council's business. A summary of the full report of findings was also submitted.

It was noted that the report contained both national and local recommendations. The local recommendations outlined in the report were draft recommendations, subject to any comments and it was noted that The Executive had agreed the recommendations subject to review by Departmental Management Teams and were subject to Scrutiny Commission comments.

It was noted in this regard that the work was on-going and therefore the recommendations were likely to continue to be refined and built upon over the coming months. The links between separate Scrutiny Commissions and overlap of Terms of Reference were noted and recognised.

It was confirmed that the local recommendations, once finalised, would be integrated into the Equality Action Plan, which would also be reported to Overview Select Committee.

The full research report was submitted as an appendix to the report, which provided greater detail and an account of the lived experiences and views of women who participated in the project.

Commission members commented on the detailed report and joined the Chair in thanking all those involved for their considerable efforts in producing the



paper and welcomed the detailed descriptions of the findings of the research project.

In discussing the report, the issues arising from Covid-19 restrictions were particularly referred to, including the increased reports of domestic violence incidents. The continued and enhanced multi-agency work including links to the STAR service were noted.

The Vice-chair also referred to the recent improvements to lighting in communal areas around council housing that had provided greater security for women. In response to other questions the issues concerning accessibility to housing options and the gender data relating to applicants was noted and it was confirmed that specific statistics could be forwarded to individual Commission members on request. It was also noted that the issues arising from the research project would be a significant role for the Equalities Manager to undertake, which was a post yet to be appointed to.

In response to questions it was confirmed that the Probation Service and women working in the sex industry had been invited to contribute to the research project. The enhanced links and collaborative work with the Zinthia House project were also discussed and noted.

In conclusion it was confirmed that the issues arising from the report would be submitted regularly to future meetings of the Commission.

AGREED that:

1. That the report and update be noted.
2. That the department's responses to the relevant recommendations within the report be submitted to a future meeting.

#### **124. HOUSING MANIFESTO COMMITMENTS - UPDATE**

The Director of Housing submitted a report, which provided a progress update on setting out progress on delivery of the Labour manifesto commitments made in 2019, and an update on progress since 7 July 2020 when the last report was provided on the matter to the Commission.

It was noted and accepted that some of the commitments in the manifesto were jointly held across separate portfolios.

it was also noted that significant financial resources had been committed to providing new housing and the contribution from the HRA would exceed the manifesto commitment.

Commission members welcomed the report and congratulated the department on its achievements in accordance with the manifesto, particularly given the ongoing and continued Covid-19 restrictions and challenges.

AGREED:

That the report and update be noted.

## **125. RENTS PERFORMANCE BRIEFING**

The Director of Housing submitted a report, which provided information on the current rent arrears performance and the ongoing impact of the pandemic on rent collection and possession proceedings.

It was noted that the impact of Covid-19 had been substantial. During the challenging period, it was reported that the performance management data showed impressive results against similar comparable local authorities.

The Assistant City Mayor (Housing and Education), Councillor Cutkelvin, encouraged Scrutiny members to arrange visits to the service to experience the impressive work undertaken by officers in the department.

It was confirmed, in response to questions, that Ward data could be provided to Commission members separately on request.

AGREED:

1. That the update and report be noted.
2. That a briefing meeting between Commission members and the team managing tenants' debt be arranged once COVID regulations allowed.

## **126. VOIDS AND LETTINGS REPORT**

The Director of Housing submitted a report, which provided information on the void performance. It was noted that in April 2020, the target was met, but the performance deteriorated due to Covid-19. Void operational performance had continued to be affected throughout the year.

The total number of all void properties and deficit was reported and noted. The direct and indirect impact of Covid-19 on the Void and Property Lettings service was accepted and understood by Commission members. Additional resources were being drawn from the Repairs & Maintenance service and external contractors had been appointed to address the high number of void properties. It was expected that it would take several months to redress the situation.

In response to concerns raised by Commission members it was confirmed that regular update reports could be submitted in due course.

Comment was made on the possibility of obtaining compensation from Government in view of the situation concerning void properties.

The issues concerning the complications arising from the difficulties experienced by Robin Hood Energy were also debated. It was noted that the Council had been careful in the original contractual arrangements and significant problems were not expected.

AGREED:

That the report and update be noted.

#### **127. EMPTY HOMES PERFORMANCE - UPDATE**

The Director of Housing submitted a report, which provided an update on the work of the Empty Homes Team to bring long term private sector homes back into use.

It was reported that during 2020/21 efforts on reducing the total number of private sector properties empty had been maximised and despite the service being closed for several weeks due to the national lockdown, and the need to only carry our critical visits, the results were encouraging. Quarterly data and comparative statistics were presented and noted.

In response to a question it was confirmed that data relating to second homes could be provided separately to Commission members. In this regard it was also confirmed that information concerning void flats over shops could also be provided noting that planning use classes often affected the circumstances of these particular void properties.

AGREED:

That the report and update be noted.

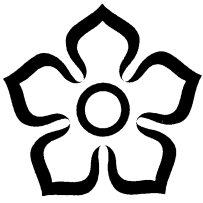
#### **128. WORK PROGRAMME**

The Commission's Work Programme was submitted for information and comment.

#### **129. CLOSE OF MEETING**

The meeting closed at 7.20pm.





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Minutes of the Meeting of the  
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 12 APRIL 2021 at 5:30 pm

P R E S E N T :

Councillor Westley (Chair)  
Councillor Nangreave (Vice Chair)

Councillor Gee  
Councillor O'Donnell  
Councillor Pickering

In attendance:

Councillor Cutkelvin, Assistant City Mayor (Housing and Education)

\* \* \* \* \*

**130. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Aqbany and Willmott.

**131. CHAIRS ANNOUNCEMENTS**

The Chair referred to the late delivery of the posted agenda packs for this virtual meeting and explained that as written reports had not been received by Members with adequate time for them to be fully read and considered, he suggested that the business listed on the agenda could not receive proper scrutiny.

The Chair MOVED:

*“That the business to be transacted, as listed on the Agenda, be postponed until the first meeting of the Commission in the new Municipal Year.”*

Councillor O'Donnell SECONDED the Motion.

On being put to the vote the Motion was CARRIED.

The Chair thanked Members and particularly the Vice-Chair, Councillor Nangreave, for the support and contribution to the work of the Commission.

Councillor Cutkelvin, Assistant City Mayor (Housing and Education) also expressed her thanks to the Chair and the Commission for the positive and effective work of the Commission.

AGREED:

That the business to be transacted, as listed on the Agenda, be postponed until the first meeting of the Commission in the new Municipal Year.

### **132. CLOSE OF MEETING**

The meeting closed at 5.40 pm.



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## ***Responsive Housing Repairs 2020/21 Year-End Performance Report & Update***

For consideration by: Housing Scrutiny Commission

Date: 15 June 2021

Lead director: Chris Burgin

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## Useful information

- Wards affected: All
- Report author: Kevin Doyle, Head of Service
- Author contact details: Ext 37 5415
- Report version number: V1 – Final

### 1. Purpose of report

- 1.1 The purpose of this report is to provide an end of year update on the performance of the Division's Repairs and Maintenance (R&M) service.
- 1.2 This report will start with a summary of the impact of the COVID-19 pandemic on the performance of the R&M service during the year.
- 1.3 The report will also provide the Commission with a progress update on improvements being made to the service, aimed at improving the performance of the service.
- 1.4 Due to the timing of the report, most performance figures quoted are based on year to date figures at Q3 of 2020-21.

### 2. COVID-19 Pandemic

On the 23<sup>rd</sup> March 2020, the government announced the first national lockdown to deal with the COVID-19 pandemic, and the R&M function responded to this by implementing its Business Continuity Plan (BCP), reducing its service offering to an emergency service only to our tenants.

This situation continued until 10 August 2020, when restrictions had eased sufficiently for us to implement our R&M recovery plan. At the start of the recovery plan, there had been a build-up of non-urgent repairs, reported by our tenants, but not yet responded to. The figure at that time had reached 8364 outstanding jobs.

Phase 1 of the recovery plan saw a gradual opening of service to begin to tackle some of these outstanding repairs, specifically those involving our most vulnerable tenants. This phase of the recovery plan lasted 6 weeks.

Phase 2 of our recovery plan saw a further opening of services, allowing tenants to report new repairs in some job categories. During this period, the R&M function continued to make headway into the backlog of outstanding repairs and by the end of December 2020, the outstanding jobs figure had reduced to 5193, which was below the total number of outstanding jobs we had immediately prior to the first lockdown in March 2020. This target was highlighted to the Commission as part of the R&M Scrutiny Commission report for 2019-20 and represented a real achievement for the R&M function at the time.

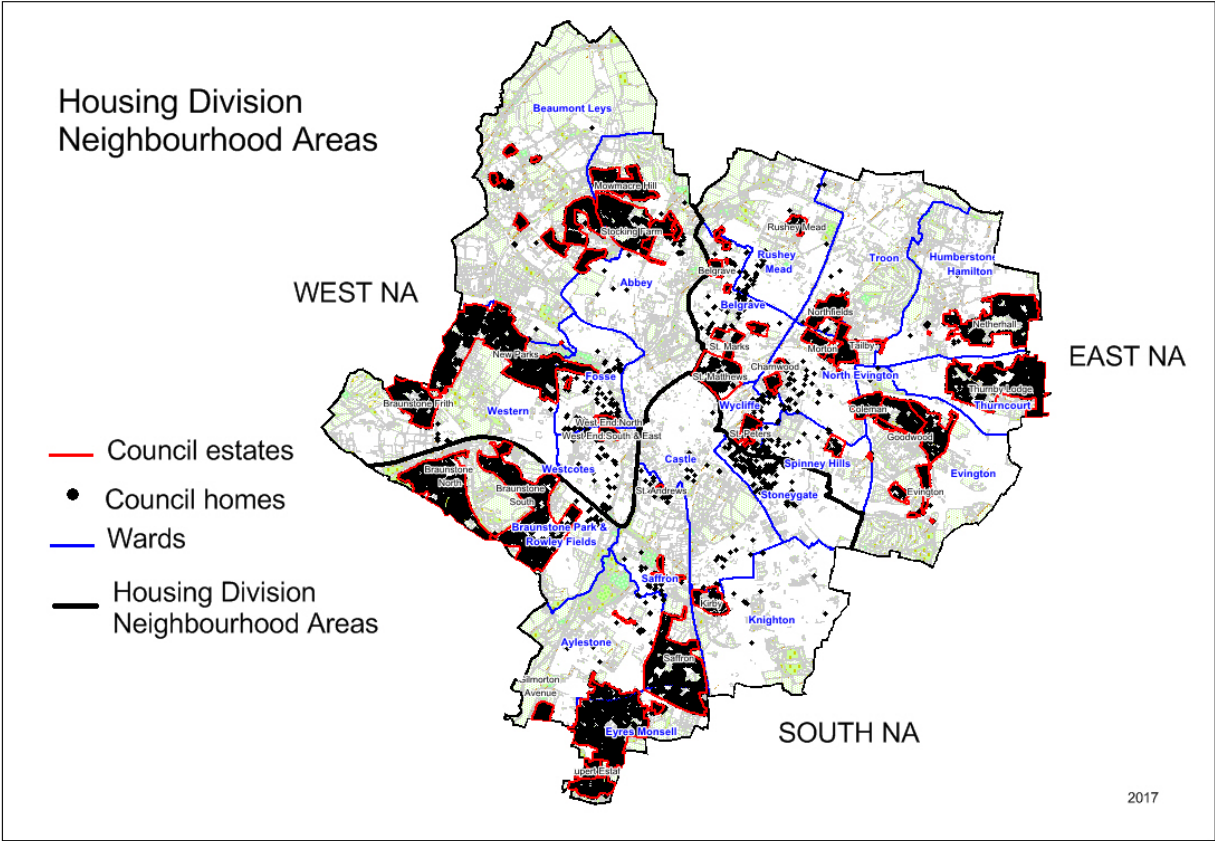


Unfortunately, and despite all the good work that had been done up to the end of 2020, in January 2021, we saw the re-introduction of another full national lockdown, and the R&M function reverted to its BCP. However, in response to the Governments 'everyone in' initiative, and a growing number of people relying on temporary accommodation at that time, a significant number of R&M resources were diverted to support the Voids team workloads, in order to increase the number and speed of Void properties being available for re-let.

The Government has recently announced its 'road map' to recovery, and this has seen the R&M function beginning to unlock its services again through the second half of March 2021 with the commencement of non-urgent external works. Further phases of our new recovery plan will be dependent on the continued reductions of infections within the community.

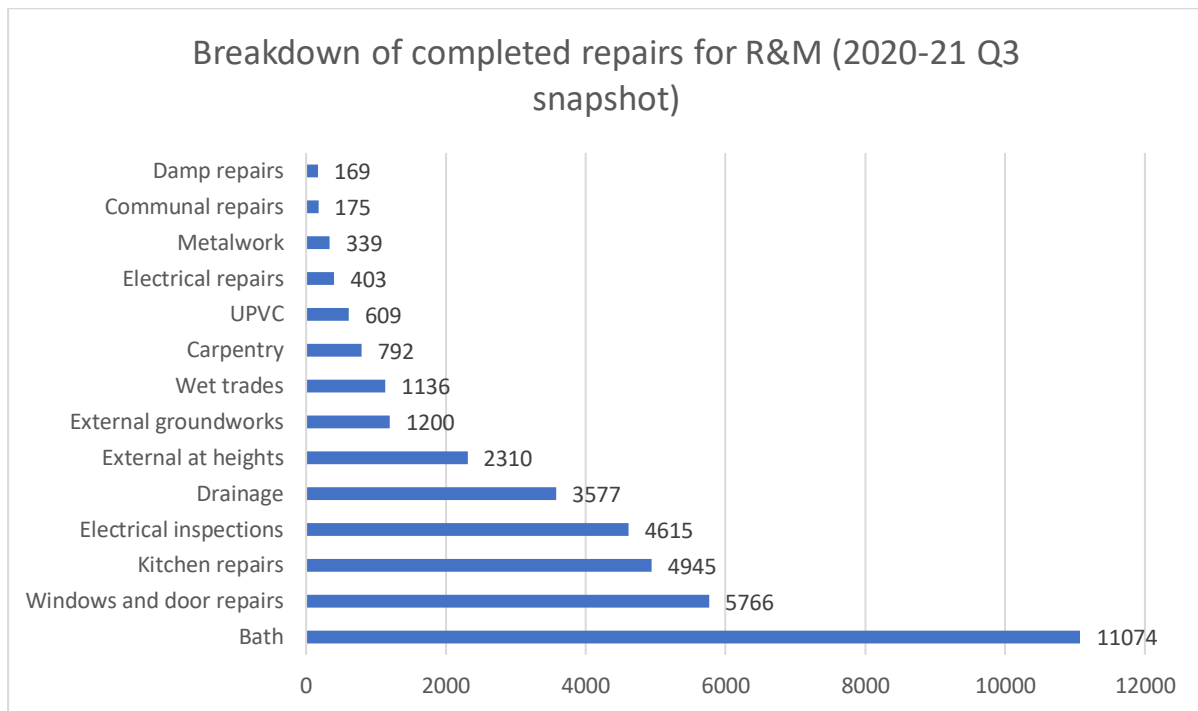
The Commission is asked to view the overall performance of the R&M function during 2020-21 within the context outlined above.

2.1 The R&M service undertakes repairs and maintenance to approximately 20,400 Leicester City Council owned homes.



2.2 Up to Q3 of 2020-21, the R&M service had completed 37,110 repairs. These figures exclude gas servicing jobs and repairs to Void properties and represents a 22% reduction on the same period last year. Further analysis shows that this year 51% of these jobs were categorised as Critical or Category 1 jobs,

compared to only 34% of the total in 2019-20. This reflects the focus placed on emergency repairs for large periods of the year. The table below provides a breakdown of all repairs completed by work area within the R&M function.



2.3 The average cost per repair in 2020-21 (Q3) was £87.69. This is a decrease on the figure for previous year, which was £94.78. Part of this reduction may be attributable to carrying out a greater number of emergency repairs, which tend to be less expensive in both labour time and materials used.

2.4 The current primary channel of access to the R&M service is via the Tenants Advice and Repairs Line (TARS) 0116 4541007 (option 1), Monday to Friday 8am to 6pm. Outside of these hours' customers can call the Emergency Repairs Line 0116 2549439.

2.5 Up to February of 2021 the Customer Service Centre (CSC) had received a total of 82,891 calls on this line. This compares with 113,181 calls for the same period last year, a reduction of 27%. During the pandemic, tenants were made aware via our Website and on the CSC messaging system of the periods when we were only providing an emergency repairs service and were being asked to call back when full services were resumed. This factor may have contributed to the reduction in calls received by the CSC. The Emergency Repairs Line, outside of normal working hours) received 9,962 calls up to Q3 of 2020-21. This compares to 11,528 for the same period in 2019-20, representing a 14% reduction in total calls received. Both measures suggest our tenants were following advice on only reporting essential repairs, and we may see a return to previous call volumes during 2021-22 as our services return to normal.

2.6 Up to Q3 of 2020-21, 89% of respondents to customer satisfaction surveys stated they were satisfied with their repair. (based on 1215 responses). The high levels

of satisfaction and the numbers of responses received are particularly pleasing given the limitations placed on our services during these times and the tendency for people to be more willing to report their dissatisfaction rather than their satisfaction.

### 3. Raising a repair

3.1 The online service of 'My Account' is also available to report repairs online 24 hours a day.

3.2 Front line staff such as Housing officers are also able to take reports of repairs.

3.3 Appointments are offered between the following times:

- Morning appointments between 8am and midday
- Afternoon appointments are between 12pm and 4pm.

3.4 There are 3 different categories of repairs.

Category	Description	Timescale
Priority 1	Emergency Work	to be completed within 24 hours
Priority 2	Routine Repairs	to be completed within 10 working days
Priority 3	Programmed Repairs	Surveyed within 10 working days and completed within 8 weeks to 12 months according to job

Examples of priority 1 repairs are:

- Total failure of electrical power and/or lights
- Serious water leak
- Total loss of heating

Examples of priority 2 repairs are:

- Minor repairs to windows or doors
- Repairs to kitchens
- Ceiling repairs

Examples of priority 3 repairs are:

- Repairs to paths
- Repairs to guttering
- Repairs to communal areas

3.5 Tenants can access the Repairs handbook online which gives them detailed information about their property, the council's responsibilities, and their own responsibilities.

#### 4. Repairs and Maintenance Service - Key Performance Indicators for 2020-21

4.1 The following key performance indicators (KPI's) evaluate the success of the R&M service.

- Percentage of repairs completed on first visit
- Number of Repairs which are outstanding and out of category
- Percentage of Day to Day repairs carried out within target time
- Percentage of repairs which lead to a complaint

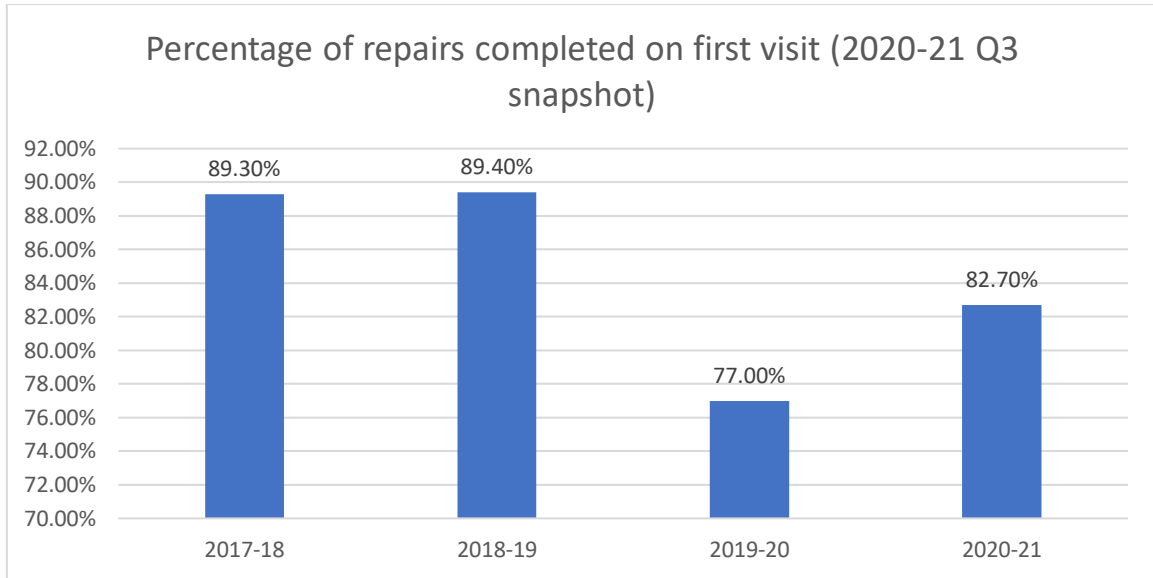
More detailed performance information against each is set out in 4.2 to 4.5 of this report.

Indicator	DoT	2018-19	2019-20	2020-21 (Q3)
Percentage of repairs completed at first visit – excluding external works	Higher is better	87.6%	77.0%	82.7%
Number of repairs which are out of category (excludes Gas and Voids)	Lower is better	636	721	168
Percentage of repairs completed within target time	Higher is better	88.4%	86.8%	96.5%
Percentage of repairs reported where a complaint has been received	Lower is better	0.21%	0.1%	0.03%

#### 4.2 Percentage of repairs completed on first visit

The percentage of jobs completed on first visit during 2020-21 (Q3) was 82.7%. This is an improvement when compared to 2019-20, but should be taken in context with the pandemic, which saw a greater percentage of emergency work being completed during periods of the year when implementing our BCP.

This measure disregards certain types of repair which we would not be expected to complete on the initial visit; in the case of a broken window, for example, we will need to measure the size of the window pane on our first visit and then return at a later date with the glass cut correctly to size.

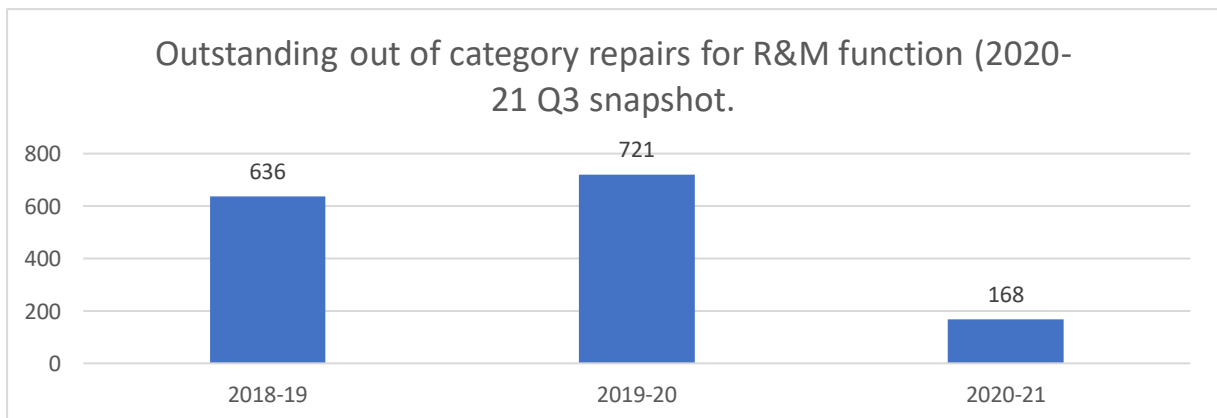


**4.3 Number of Repairs which are outstanding and out of category**

At the end of December 2020-21 (Q3), there were 168 jobs (R&M function only) outstanding and out of category. This figure is significantly down on previous years, and the primary reason is that during periods of this year, where we were only completing emergency repair work, non-urgent repairs were being reported but paced in temporary suspense status. These jobs now form part of the overall number of outstanding jobs, which currently stands at 6,810.

It's important to note, however, that under normal operating conditions, we would expect to see around 4,000 outstanding jobs at any one time, which represents around 3-weeks workload. This needs to be taken into consideration when looking at the total outstanding jobs figure.

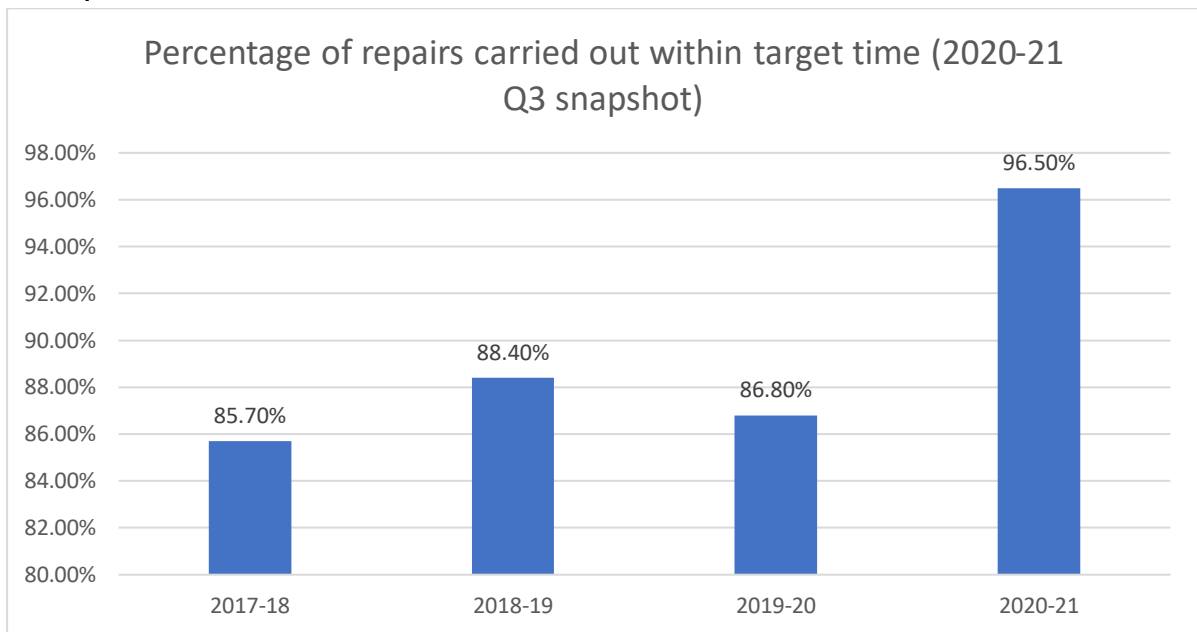
Responding to the outstanding repairs is covered later in this report.



**4.4 Percentage of Day to Day repairs carried out within target time**

In 2020-21 (Q3 YTD) we completed 96.5% of repairs within the target time. Performance in this area has improved when compared to 2019-20 (86.8%), however, performance in this area has also been impacted by the pandemic,

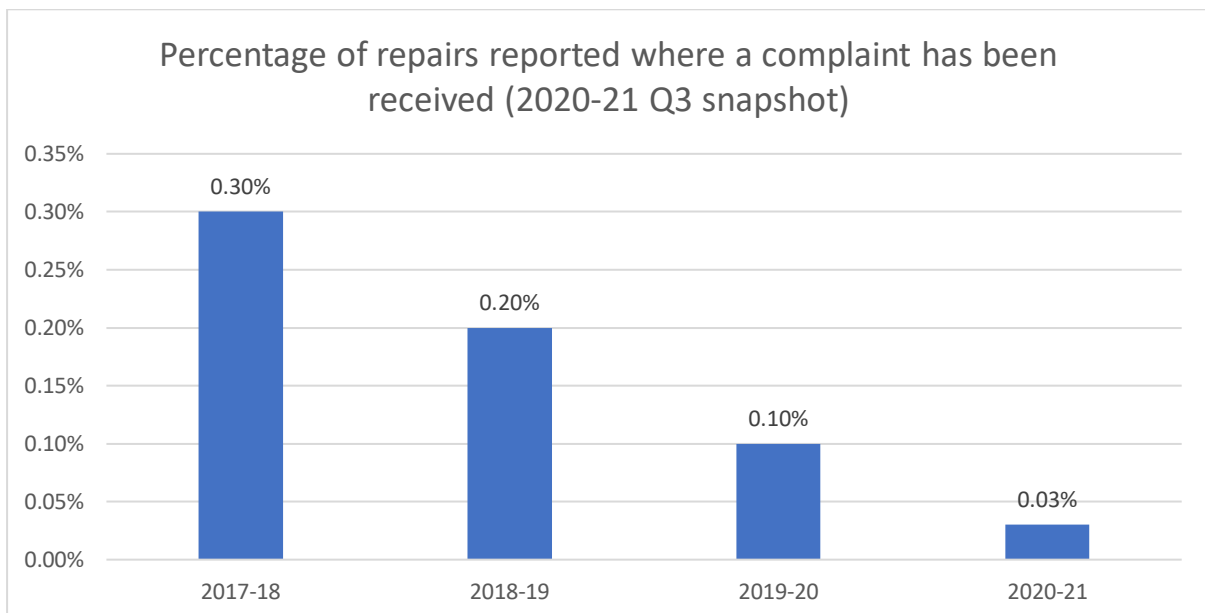
with the increased proportion of emergency repairs, which are more likely to be completed within their target time of 24 hours.



#### 4.5 Percentage of repairs which lead to a complaint

Tenant's complaints about the R&M service have seen a year on year reduction and this trend continued during 2020-21 despite the difficulties experienced because of the pandemic and its impact on the service delivered to tenants.

2020-21 year to date performance at Q3 was 0.03% and at that time, we had received only 33 complaints for the year, compared to 68 for the same period in 2019-20.



## 5. R&M Improvement Action Plan for 2020-21


Last year's report identified several areas where service improvements had been implemented with the aim of improving performance against the key indicators.

### 5.1 Channel Shift - Housing On-Line (HOL)

In November 2020, improved functionality was introduced to HOL to enable appointments to be made and to provide on-line pictorial help to enable more accurate reporting of repairs by tenants. Since then, 570 repairs have been raised on-line. We currently have around 1,800 tenants registered to use the on-line service, and during 2021-22 we will see further developments of the system to enable our tenants to report missed appointments or to ask for an update on an outstanding repair.

## Report a Repair

[Back to Repairs Summary](#)

Search fault keywords... 


[Emergencies](#) [Extreme weather conditions](#) [Your responsibilities](#) [Gas safety checks](#) [Smell gas](#) [Making improvements to your home](#) [Damp and condensation](#)

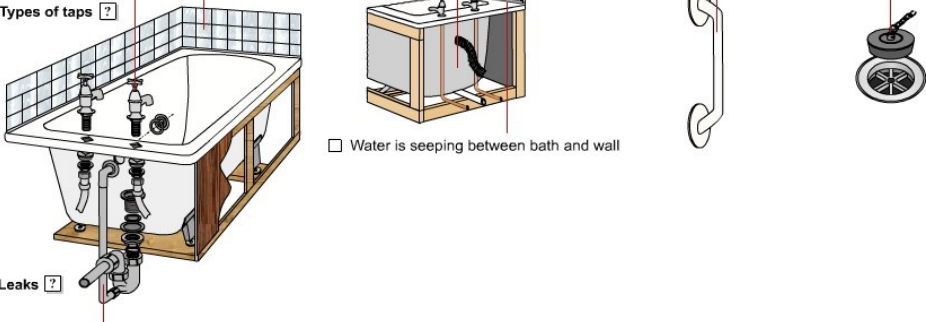
[Contents > Baths and Showers > Baths](#) [Back](#)


Please select the label that best describes the fault or damage:

Related Items:  
Basins | Drainage and gullies | Sinks | Toilets | Water supply and leaks

<input type="checkbox"/> Bath tap is dripping or broken <input type="checkbox"/> Damaged or loose tile	<input type="checkbox"/> Bath panel is loose or broken	<input type="checkbox"/> Bathroom rail is loose or damaged	<input type="checkbox"/> Bath plug and chain is broken or missing
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**Types of taps** 



**Leaks** 

<input type="checkbox"/> Bath waste is broken or leaking <input type="checkbox"/> Bath waste is blocked
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During 2020-21 we started testing a new system called **Remote Assist**, which enables a real time video and audio link between the tenant in their home and one of our technical staff, to enable a remote 'survey', or even to complete a job without needing to visit their home.

During 2021-22 we will develop the remote assist functionality further to embed it into our broader on-line service offer.



## 5.2 New vehicle racking

In January 2021 we started the installation programme of new vehicle racking.

### Current vehicle racking:



### New vehicle racking:



Improved vehicle racking will reduce stock damage, enable more effective van stock control, and reduce risks associated with manual handling injuries when removing materials and equipment from vehicles.



### **5.3 Communal Area Planned Maintenance**

During 2020-21 we continued with our programme of planned maintenance across the 1,035 internal communal areas. This programme enables early notification of works being carried out to tenants and helps reduce ad-hoc responsive repairs.

During 2020-21 we worked closely with several internal agencies within the St Peters and St Matthews area to improve the condition of the estates.

**Railings restored and re-painted in the St Mathews area below:**



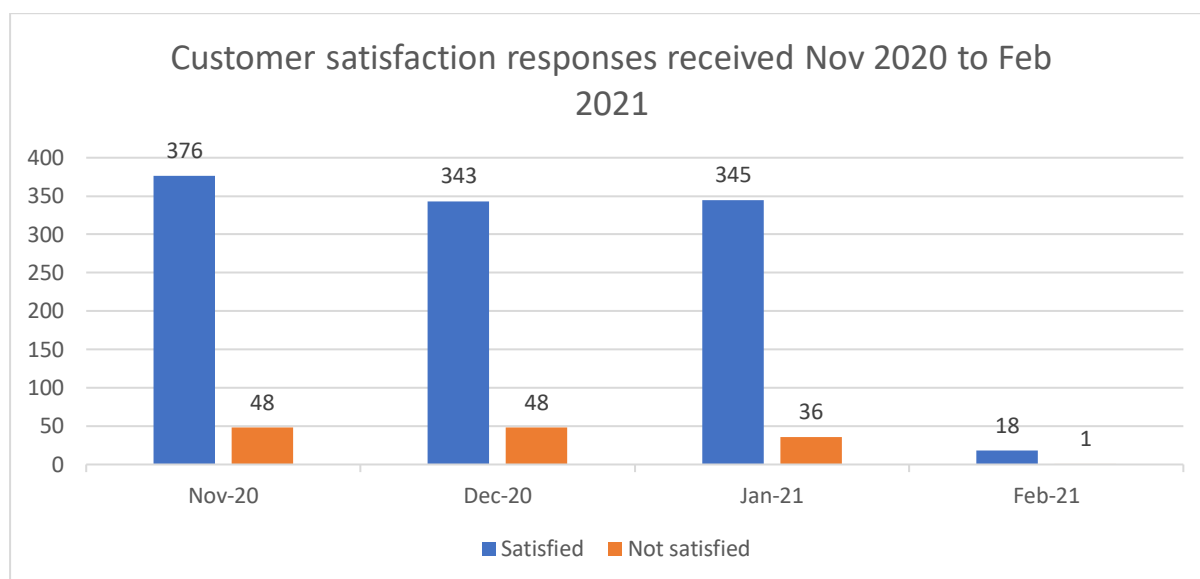
### **5.4 Area Planned de-scaling**

A programme of planned de-scaling of soil pipes in tower blocks was due to be launched in March 2020, however, because of the pandemic, there have been delays in implementation. During 2021-22, priority will be given to the de-scaling programme for the 'Burns' flats, and consideration will be given to developing a wider capital programme to upgrade drainage in multi-occupancy buildings to deal with problems associated with poor drainage.

Once implemented, this programme will help prevent blockages and reduce significant damage and disruption to tenants' homes and should also help to reduce the total number of repairs reported during the year.

## 5.5 Customer Satisfaction Monitoring

In November 2021 a new customer satisfaction monitoring process was introduced with all tenants receiving a customer satisfaction questionnaire automatically upon completion of their repair. Responses received to date indicate an average response rate of around 11.5%, with an overall satisfaction rate of 89%.



Where negative comments are received to specific questions, the responses are automatically redirected to the appropriate Team Leader to ensure dissatisfied tenants are swiftly contacted and their issue addressed as a matter of priority to avoid further escalation of the issue.

## 5.6 Stores Managed Service

A managed stores service that provides materials for repair works is being procured and is expected to be introduced by the end of 2021. In addition to the financial savings identified through more efficient stock management, the operational efficiencies delivered should contribute to improved performance across all key performance indicators.

To effectively manage the contract with the successful supplier, we are currently recruiting to the post of Stores Contract Manager and once in post, will lead on the mobilisation of the new contract, which we hope to award by May 2021.

## 5.7 Performance Management 'Enabling our Best Work'

A significant piece of work has been undertaken during 2020-21 to embed a performance management culture within the R&M service, based on the Corporate 'enabling our best work' performance management model.

Managers and Team Leaders within the R&M service have all been set clear performance targets and all staff have had regular quality conversations planned in with their managers throughout the year. Since September 2020 the R&M function has held 17 'enabling our best work' team sessions, ensuring all staff are aware of the role they play in the overall success of the R&M service and enable them to contribute towards the overall improvement of the R&M service.

## **6.0 R&M Improvement Action Plan for 2021-22**

During 2021-22, many of the improvements actions already identified on the R&M Improvement Action Plan will be developed further. In addition to those specific actions, the following actions will also be added.

### **6.1 Dealing with backlog of outstanding jobs caused by the pandemic**

Previous focus on reducing the backlog of outstanding repairs demonstrated the ability to quickly reduce the number of outstanding jobs back to pre-pandemic levels. As restrictions are lifted, we will again prioritise our most vulnerable tenants and the oldest outstanding jobs to bring them down to business as usual levels.

To ensure sufficient resources are in place to achieve this, recruitment practices have been updated to enable more effective and speedy recruitment into vacant craft posts. Where appropriate, we will also utilise Contractors to assist in this task.

### **6.2 Embedding further a performance management culture (enabling our best work)**

Following on from the staff workshops, feedback received will be analysed and improvement actions identified for inclusion in the overall R&M Improvement Action Plan for 2021-22.

### **6.3 Fencing replacement pilot**

During 2021-22, we will be identifying a small number of properties to take part in a replacement fencing pilot, which if successful, will contribute to a wider business case for a larger capital fencing programme.





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## ***Goscote House Demolition Installation of Sprinklers in Tower Blocks***

For consideration by: Housing Scrutiny Commission

Date: 15 June 2021

Lead director: Chris Burgin

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### **Useful information**

- Ward(s) affected: All
- Report author: Simon Nicholls
- Author contact details: [simon.nicholls@leicester.gov.uk](mailto:simon.nicholls@leicester.gov.uk)
- Report version number: v.1

## **1. Summary**

The demolition of Goscote House and the installation of sprinkler systems in our tower blocks are both significant projects that the division are currently delivering, both challenging but both will deliver significant and positive outcomes for the existing tenants and those that follow.

Whilst both projects have been delayed, Goscote House because the initial decision was reconsidered due to the potential increased costs of the demolition and the desire to be doubly sure the block had no future in its current form.

And the Sprinkler Installation Project because a strategic decision was made to briefly delay the procurement of the project due to the pandemic to ensure that the procurement exercise would be successful in securing an installation contractor when it happened.

## **2. Recommended actions/decision**

That members of the Housing Scrutiny commission note the contents of this report.

## **3. Scrutiny / stakeholder engagement**

Report prepared to update Housing Scrutiny members on the progress of the demolition of Goscote House and the Sprinkler Installation Project.

## **4. Background and options with supporting evidence**

n/a, for information only.

## **5. Detailed report**

### **The demolition of Goscote House.**

Background/context.

The St Peters tower block refurbishment project was started primarily because the heating and hot water risers were in poor condition causing leaks and outages and they needed to be renewed. To do this meant that the residents would need to be moved out of their flats, this gave an opportunity to carry out a comprehensive refurbishment of the entire block, including the upgrading of the fire compartmentation and passive fire protection measures.

The project started with Framland House, followed by Clipstone, Gordon and then Maxfield. The project was logistically complicated having to relocate 85 tenants from each block for the duration of the works, but the project was fully delivered, and the blocks have been fully occupied since and remain popular. Flats in Goscote House were used as temporary accommodation for tenants returning to their original flat after the refurbishment had taken place. Decisions about Goscote House had been deferred until the refurbishment of the first four blocks had been completed.

Goscote House, the 5<sup>th</sup>. Block on St. Peters was constructed differently to the others, is taller and consisted of a large number of bedsits and cluster flats. For some time Goscote House had been unpopular and difficult to let unlike the other 4 blocks which were popular with tenants. It was clear that any refurbishment had to do more at Goscote House and would require the layout to be looked at to try and reduce the numbers of bedsit accommodation. Before we committed to refurbishing and reconfiguring the block, we decided to engage consultants to tell us if what we wanted to do was actually possible and if there were any other considerations we needed to take into account. We were very aware that this block was constructed in the same way as the infamous block, Ronan Point, which, many years ago, suffered a partial collapse after a gas explosion. There is no gas in Goscote House.

The report concluded that we could make the structural alterations required to reconfigure the block from bedsits to flats but it was cautious on the expected life expectancy of the block. It was felt that the expenditure required to refurbish and reconfigure the block would require a guaranteed life expectancy in excess of 30 years and the report concluded that this would have to be reviewed every five years with no guarantees. The decision was taken that the block should be demolished, and a low-level block built as a replacement.

At this time the block was still occupied because it had been used to temporarily house tenants from Maxfield House whilst it was being refurbished as well as having several established tenants still living there. The local neighbourhood Housing Office worked with the tenants to find them housing solution elsewhere and the block was finally emptied.

The demolition of Goscote was never going to be easy due to the close proximity of the neighbouring buildings, so it could not be blown up. Consultants were brought in to help with the procurement of a demolition contractor and it was agreed that we would follow a similar process that was used successfully for the demolition of New Walk Centre.

The project team was established, and the process was started.

As part of this process additional specialist surveys were required so it could be established how the external structure would actually be deconstructed, it was during this time that it became clear the original budget of £3.0m may not be enough to complete the project and it was paused so that the decision could be reviewed to confirm that demolition was still the best option.

A thorough review of what had happened previously, the new estimated costs, alternative housing options and looking into whether Goscote House had a future with an alternative housing supplier were all considered, however the review confirmed that the original decision to demolish Goscote House, even at greater cost, was still the correct course of action. The City Mayor signed a revised decision notice on the 22<sup>nd</sup> March and the work continues.

## Timeline for the demolition of Goscote House and key stages

Task	Completion Dates
<p><b>Detailed Design</b></p> <ul style="list-style-type: none"> <li>• Mechanical, electrical &amp; plumbing surveys</li> <li>• Intrusive structural investigations</li> <li>• Land acquisition activities for of site compound</li> <li>• Develop communications &amp; stakeholder engagement plan</li> <li>• Initial stakeholder engagement</li> <li>• Planning consultation</li> <li>• Highways consultation</li> <li>• Party wall appointment and notifications</li> </ul>	Nov 2019 - May 2020
<p><b>Stage One Procurement</b></p> <ul style="list-style-type: none"> <li>• Develop and Agree Procurement Strategy with LCC Procurement and Housing Client</li> <li>• Preparation Stage 1 Tender Documents</li> <li>• Issue Open Tender Stage 1</li> <li>• tender Evaluation</li> </ul>	Mar -July 2020
<p><b>Stage Two Procurement</b></p> <ul style="list-style-type: none"> <li>• Production of MEP, Struct &amp; Civils Demolition Spec/Requirements</li> <li>• Amalgamation of specialist demolition requirements</li> <li>• Preparation of Stage 2 Tender Docs</li> <li>• Issue Tender Stage 2</li> <li>• Tender evaluations and interviews</li> <li>• Prepare Draft Contract</li> <li>• Contract Awarded</li> <li>• Contract Signed</li> </ul>	Sept 2020 - June 2021
<p><b>Demolition Contractor - Enabling Works</b></p> <ul style="list-style-type: none"> <li>• Site establishment</li> <li>• Neighbouring stakeholder temporary works</li> <li>• Erect scaffolding</li> <li>• Erect hoist</li> <li>• Erect tower crane</li> <li>• Soft Strip</li> <li>• Asbestos removal</li> <li>• Services isolation/disconnection</li> </ul>	July - Dec 2021
<p><b>Demolition Contractor - Deconstructions Works</b></p> <ul style="list-style-type: none"> <li>• Top down deconstruction</li> <li>• Foundation removal and back fill</li> <li>• Project completion</li> </ul>	Jan 2022 – Nov 2022



## Photograph of Goscote House



### **Sprinkler update:**

In response to the tragedy at Grenfell Tower the City Mayor made the decision that we would retro fit sprinklers in all our 4 remaining tower blocks at St Peters Estate and at St Leonards Court.

At the time of the fire at Grenfell the refurbishment of Maxfield House was nearing completion and the decision was taken that we would delay the reoccupation and install sprinklers whilst the block was still empty. The sprinklers were fitted, and the block reoccupied. To date we have not had an activation, which is good news.

The fitting of sprinklers in occupied buildings poses greater challenges and officers have had to think of how we can achieve this safely and without causing too much inconvenience to the tenants, this has now been agreed, in effect all the components will be fabricated off site and fitted to each flat in one day, they will not be connected until they have all been installed and at the same time the risers in the communal landings will be installed, and then they will be commissioned all at the same time. It is worth noting that the drilling through the concrete walls will be a messy job and we will be working with the tenants to try and reduce the impact of this activity on them.

At the start of the pandemic the Strategic Director of CDN made the pragmatic decision to review the procurement timetable of all of our projects and as a result this exercise was paused. If we had continued to procure this contract it was very likely that we would not be able to engage with suppliers fully and risked it being a fruitless exercise, and if we had been successful it would be unlikely that tenants would be happy to let us into their homes to carry out this type of work, or the contractors prepared to.

It should also be noted that the installation of sprinklers is in addition to the passive fire protection measures already in the blocks, the tower blocks already conform to the required standards without them so at no time have the tenants been at risk due to the pause.

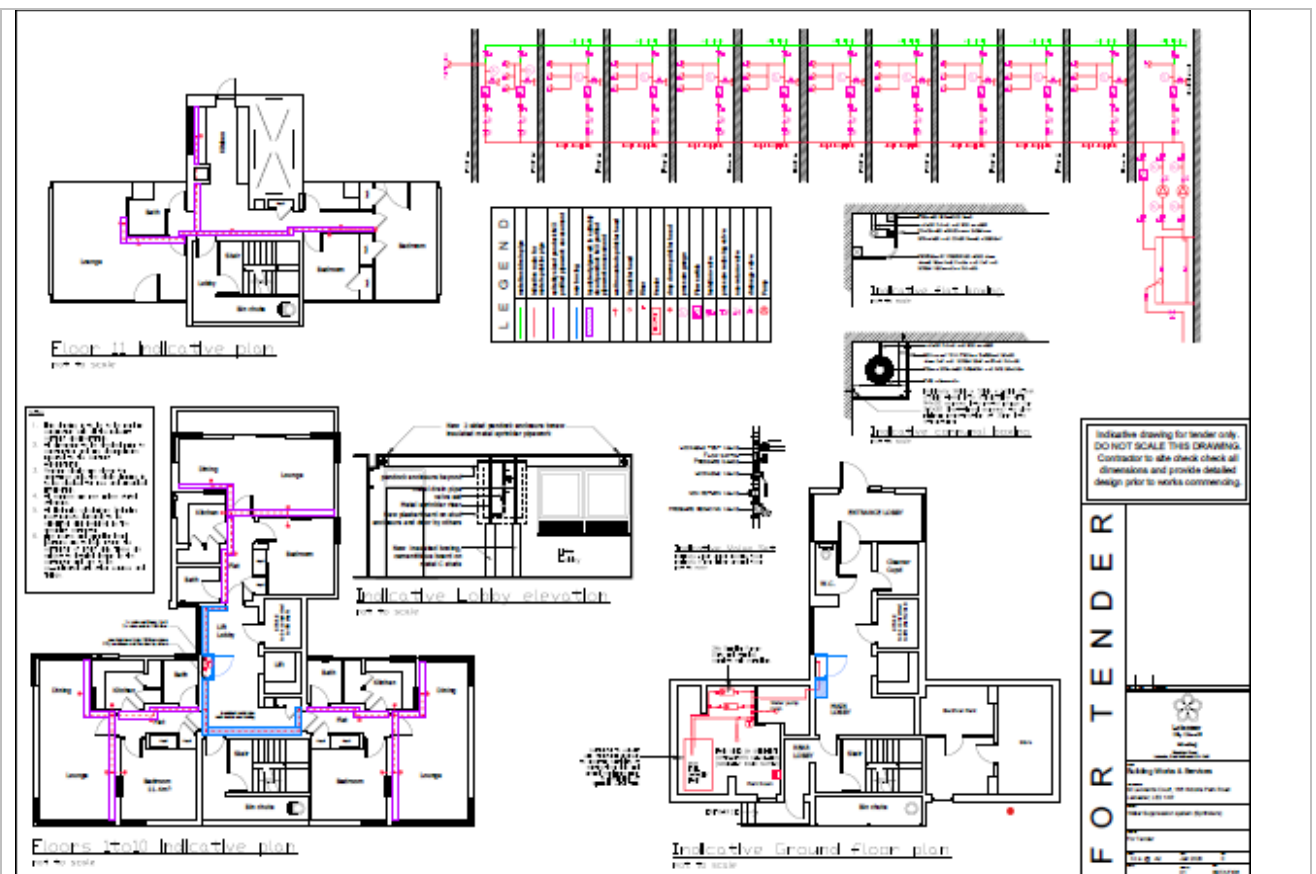
What's happening now:

- Agreed a revised timetable with procurement and legal services to reflect the current workloads in each of the departments
- Stage 1 section 20 leaseholder consultation began on 4<sup>th</sup> March 2021. This is a process we have to carry out by law to ensure that the leaseholders in the blocks are fully consulted on the proposals because they have to pay a share of the installation costs
- The contractors with the necessary competencies and qualifications have been identified via the industry Loss Prevention Certification Board (LPCB), these companies will be invited to bid for the works
- Aim to advertise the opportunity on the 10<sup>th</sup> May 2021 with the contract awarded to the successful contractor in September 2021

What order and what's the timeline:

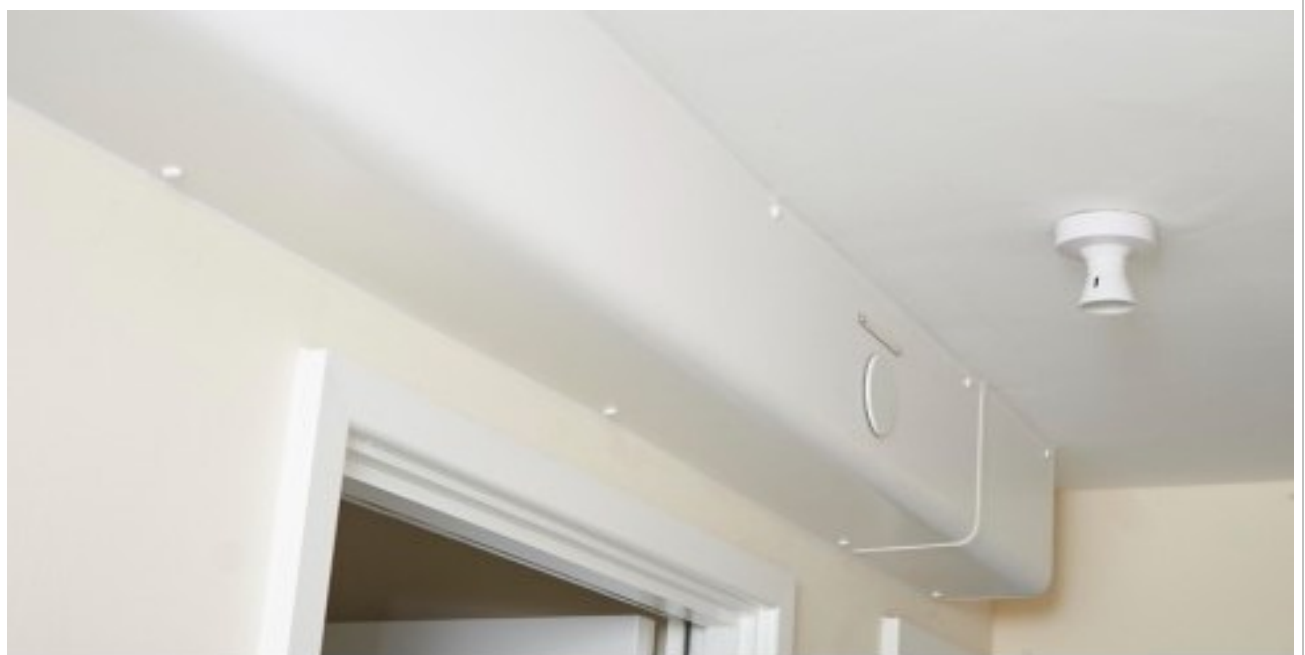
Once we have made the award to the successful contractor, we will expect them to be on site from November 2021, the blocks will be completed in the following order:

St Leonards Court  
Framland House  
Clipstone House  
Gordon House.



The above picture shows the vertical and horizontal pipe runs for the installation at St Leonards Court.

Below is a picture of what the installation will look like in a tenants home, this is a flat in Maxfield House.



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

### 6.1 Financial implications

Goscote House demolition and the Installation of Sprinklers are both included within the current HRA capital programme. A total budget for the works across all years of £4.952m has been approved for Goscote House with a further £1.8m for sprinklers.

Stuart McAvoy – Principal Accountant

### 6.2 Legal implications

None sought this is for information only

### 6.3 Equalities implications

None sought this is for information only

### 6.4 Climate Emergency implications

None sought this is for information only



## ***Retro-fit and Climate Emergency - Update***

For consideration by: Housing Scrutiny Commission

Date: 15 June 2021

Lead director: Chris Burgin

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## Useful information

- Ward(s) affected: potentially all.
- Report author: Simon Nicholls
- Author contact details: [simon.nicholls@leicester.gov.uk](mailto:simon.nicholls@leicester.gov.uk)
- Report version number: V.2

### 1. Summary

The City Council has declared a climate emergency and the Housing Division has a part to play in the council's response to how we can reach the target of zero carbon by 2030. This report confirms what the Housing Department is already doing, what we have done in the past to improve the thermal efficiency of our homes, buildings and vehicles and our agreed actions.

### 2. Recommended actions/decision

That the contents of this report be noted

### 3. Scrutiny / stakeholder engagement

This report had been prepared to update members of the Housing Scrutiny Commission on the measure the Housing Division is taking to help tackle the climate emergency.

### 4. Background and options with supporting evidence

n/a, report for information only.

### 5. Detailed report

Cutting carbon emissions is something that the Housing Division have been doing for some time and we report on what we have achieved and how we achieve it as part of the annual HRA budget and rent setting report. The Climate emergency has brought this into more focus and has challenged us to do more and more quickly.

#### The ambition:

*'Our ambition is to become carbon neutral by 2030 or sooner, this means reducing the city's and councils CO2 emissions to nearly zero, low enough to offset what is left. This is a huge challenge for the city and one which the local authority are taking seriously and one that cannot be delivered alone. It will take a collective effort from individuals, businesses and groups and organisations across the city backed by support from central government.'*

Link to Climate Emergency strategy :

<https://www.leicester.gov.uk/media/kuuojdxw/leicester-climate-emergency-strategy-2020-2023-final-version.pdf>.

## **An overview of where we are now.**

1. We are currently in the process of setting new annual carbon reduction targets designed to ensure we meet the ambition of becoming carbon neutral by 2030. Council housing accounts for approximately 16% of all residential housing in the city and as a result of the Housing Capital Programme CO2 emissions from council houses reduced by 58,523 tonnes between 2005 and March 2017 which puts us in a good position moving forward.
2. This has been achieved by window replacements, new central heating installations, new energy efficient boilers and controls, internal and external wall and roof insulation and solar panels.
3. The homes being built as part of our current housebuilding programme have been designed to maximise energy efficiency. Phase 1 of the newbuilds are being built to higher standard than current building control standards and Phase 2 of the new build programme will deliver a 70% improvement.
4. Bidding is ongoing and when there is an opportunity the Housing Division work with colleagues in the Energy Team to submit appropriate bids, the most recent one being the Green Homes Grant phase 2 which will deliver external wall insulation and solar pv to circa 180 council houses.

## **What are we planning to do next ?**

We now need to do more to ensure we meet the Councils target to be carbon zero by 2030 and to try and achieve this we are:

### **For the housing stock:**

- Council houses make up 16% of the total housing stock in the city, across all tenures. Our average EPC rating is C, which is good, however this means that we have some properties that are performing below this level and we need to take action to improve the performance of these properties.
- We are commissioning environmental experts to carry out a review of our stock so that we can agree a road map to carbon savings and energy efficiency.
- We need to identify a list of measure per house type that need doing to make sure that each are as efficient as possible, this will help in two ways, firstly we can tailor the capital programme to help deliver these improvements where possible. Challenge ourselves and hopefully make better decisions, for example we may fit different boilers or increase the window specification to fit triple glazing as standard.

- It will also ensure we know what measures we need to carry out when we have future opportunities for bidding for grants to carry out energy efficient measure, rather than being reactive, we will know exactly what each property type will need and we will have models for a whole house approach as well as an incremental approach.
- Therefore, the plan is to approach the issue in two ways, by securing funding to deliver schemes and by maximising business as usual activities. As a result of this work we will know exactly what we need to do to our housing stock to make it as energy efficient as it can possibly be and we will be able to ensure we tackle the worst performing properties first.

### **The wider capital programme:**

#### Boiler upgrades:

All new boilers we fit are energy efficient A rated combination boilers. All radiators have thermostatic radiator valves. Both these measures are being constantly reviewed to make sure we use the most energy efficient products

#### LED lighting upgrade

We have almost upgraded all of our communal lighting to energy efficiently LED fittings, all fitted with sensors to ensure that they use as little energy as possible. The programme is almost complete, and we expect to complete all areas during the next financial year. Not only has this bought energy efficiency improvements it has made the communal spaces bright and more attractive, this has been welcomed by the residents.

#### Insulation programme

We have an ongoing programme of upgrading loft insulation levels to our tenant's homes, this is either by request from the tenant or as a result of other works being carried out, for example a new roof being fitted. We also target areas of the city based on data we have that relates to the last insulation date and the thickness of insulation previously installed.

All our homes that have cavity walls have had cavity wall insulation.

#### EPC's

We carry out Energy Performance Certificates on all our properties that are let, this gives us a clear picture on how our stock is performing, on average we have a EPC score of 'C' which is good and better than in the private rented sector.

### **New housing:**

In August 2020 Housing Scrutiny commission members were updated on the energy efficiency measures being introduced to phase 2 of the new build council housing programme, in summary they are:



### Layout and Orientation:

The layout of the scheme has been designed to ensure that as many plots as possible have a south east or south west orientation to maximise solar PV generation. However, it has not been possible to do this on all plots. Main living rooms have also been designed to have a dual aspect to maximise the potential for solar gain and cross flow ventilation to limit any overheating

All new homes will be built to better thermal efficiency standards than the current building regulations require, insulation levels will be higher in the walls, roofs and floors and this will ensure that overall the improvement is 70% higher.

### Air to Air Heat pump:

An air source heat pump takes heat from the air and boost it to a higher temperature, the pump needs electricity to run but should use less electricity than the heat that it generates

### Solar PV panels:

PV panels convert solar radiation into direct current electricity. They are a very good source of renewable energy as they convert the most abundant source of energy on the earth, the sun, into the most useful source of energy, electricity.

PV panels are silent in operation, they have no moving parts, have low levels of maintenance and a long-life expectancy. They are connected into the grid via an inverter and more recently battery technology has improved so the electricity can now be stored.

Solar PV is more efficient in lower temperatures; they should be located to avoid over shadowing and preferable face due south at an angle of 35 degrees. The output of PV panels is measured in KWP, kilowatts peak. The average cost of an installation will be between £2k - £3k.

We are proposing installing 6 x 250-watt panels to each of the roofs, with the exception of two plots that will need 8 panels to achieve the required EPC 'A' rating

All dwellings will have an EPC rating of A and the predicted annual electricity bill of £440 per year, or £36 per month, which compares well to £443 per year for a similar sized Passive House.

This is compared to the average dual fuel energy bill in the UK of £1,138 per year or £93.83 a month. (Ofgem 2020)

This was an improvement on the energy efficiency of the 29 phase 1 properties, however this improvement for phase 2 should not be seen as a static list of measures, each phase will be assessed individually, lessons learnt, and new technology and ideas incorporated into new schemes to keep progressing.

## **Offices and communal spaces:**

As we emerge from the pandemic Estates and Building Services has been commissioned with looking at new ways of working, a survey has recently been sent to all heads of service, so they can be part of this process, it is not possible to second guess the outcome but Housing staff will play a role in ensuring these new ways of working are implemented. Housing are hopeful that this will have a positive impact on the amount of energy we use to deliver services.

Work is already ongoing to improve Corporate Buildings and the Council has recently been successful in securing almost £25m, to undertake work to decarbonise Council owned offices and buildings. The award is one of the biggest individual awards from the government's decarbonisation fund.

There are also other less obvious and smaller changes that have occurred, the use of new bulk mailing systems, more online support for customers and the reduction of face to face contact and the need for customers to make car or bus journeys to talk to us, all have a positive effect on the environment.

There will still be a need for buildings and when we are in a position to implement the new ways of working the recently refurbished former neighbourhood housing office at Jersey Road will be one of the locations used. The building has been stripped complete and new high levels of wall and loft insulation installed, the gas boiler removed and air source heat pumps fitted, a heat recovery and ventilation system installed and solar panels fitted on the roof to generate the electricity to help power it all.

The improvement will not stop at the buildings we use but we are looking to install solar pv panels and battery storage to the roof of our larger blocks of flats to generate renewable energy to power the communal lighting and lifts, which will reduce the carbon footprint and reduce energy bills that we apply to service charges so tenants and leaseholders will also benefit financially.

## **Fleet.**

Fleet Services sits in Housing and they manage the corporate fleet of circa 750 vehicles, of various types from 32 tonne hook lift lorries, grit spreaders, busses to transport children, mopeds and vans that the operatives use to repair our tenant homes.

In 21/22 we have a vehicle replacement budget of £3.1m, this will fund next year's part of an ongoing programme of vehicle replacements to ensure the fleet is fit to deliver essential services across the city. The budget is agreed annually.

During 2020/21 Fleet Services took delivery of 60 new vehicles, including 14 x full electric vehicles, thus bringing our total ultra-low emission vehicle total to 33, and 46 x Euro 6 compliant vehicles.(these are the very low emission diesel engines) In addition, we also tendered for and are awaiting the delivery of a further 48 vehicles, including 5 x full electrics, and 43 x Euro 6 compliant vehicles. In comparison to the mainly Euro 3 vehicles that are being replaced, Euro 6 vehicles offer massive benefits on emissions, specifically a tenfold

cut in particulate matter (PM), an 84% reduction in Nitrogen Oxide (NOx) and a 69% decrease in combined Hydrocarbons (HC) and NOx.

The Council will continue to work to reduce the number of vehicles as it has done over recent years by reducing from nearly 1000 vehicles to the current 750 and will also where practically feasible always look to purchase electric vehicles replacements first.

### **Proactive in bidding for money.**

### **GHG-LAD Phase 2 – Brief overview**

Following on from the roll out of the Green Homes Grant – Local Authority Delivery (GHG-LAD) Phases 1A & 1B, BEIS have now launched Phase 2 of the available funding to support their programme to deliver low carbon measures to low income households.

For Phase 2 we have been awarded a capital allocation of **£2,125,500**.

Our funding bid is at a preliminary stage and we will be submitting a multi tenure bid to support works to improve approximately 180 of our council housing stock (Solid Wall insulation and Photovoltaic panels). In addition, there will be further support to approximately 100 owner occupier and private rented sector properties (Solid Wall insulation & supporting measures), these measures will be fully supported with BEIS funding. The potential total bid value is in the region of £ 3 million and the scheme (current timescales) needs to be completed by end of December 2021

### **Previous Retro fit schemes**

In previous years we have successfully bid for ECO (energy company obligation) and CESP (community energy saving programme) to externally insulate 1330 homes and fit solar pv panels on 1264 homes.

### **Housing are part of the wider Carbon Reduction board and we have the following actions in the plan:**

#### **Storage heater upgrades**

To carry out a feasibility study, secure funding and develop a programme to replace older electric storage heaters, in council housing properties where a wet heating system is not suitable, with more efficient modern equivalents with better controls. The feasibility study will be carried out in 20/21 and the work completed in 21/22.

#### **District heating - Beatty Avenue**

In collaboration with Engie, give consideration to upgrading the biomass plant at Beatty Avenue in order to reduce the reliance on top up heat provided from gas boilers in winter months. It is hoped that by doubling the capacity of the plant room and additional 240 tonnes of carbon per year can be saved. We are currently working with Engie to see if and when this is possible.

### Heat metering - technical survey

Assess the feasibility of installing heat meters in council housing connected to the district heating network. Heat meters will allow for tenants to be charged for the heat they actually use, encouraging efficiency. The survey will be carried out in 21/20 and then based on the outcome of the survey a phased implementation plan will be devised based on a delivery period of 3-5 years.

### External wall insulation

Carry out a feasibility study, secure funding and develop a programme to install external wall insulation on more council housing.

### Solar PV

Carry out a feasibility study, secure funding and develop a programme to install solar PV panels on council housing, looking at both individual houses and larger blocks with communal areas. PVs on larger blocks could provide electricity to help power lighting, laundries and lifts in communal areas. There are 11,294 properties that may be able to benefit from solar pv and 1,545 blocks. The feasibility study will be carried out in 21/22 and any implementation plan based on a delivery period of 3-5 years. This could result in lower energy bills for tenants and a reduction of 16,000tonne of carbon.

### Council house carbon reduction plan

Appoint consultants to review specific/common house types to develop a specification of works that if carried out, either together or incrementally, as part of the existing HRA capital programme, or as a result of specific projects/successful bidding for funding will deliver low carbon homes. We are drafting the brief now.

### **We are also working with other division to deliver the following:**

#### Climate toolkit for capital projects

Develop and implement a procedure, guidance and targets to address climate change in all capital projects. To include:

- procedure and guidance for assessing the climate implications and carbon reduction options for any capital project, based on the Energy Hierarchy
- corporate minimum requirements for carbon reduction and energy efficiency, and aspirational target(s) to be considered, at a whole building level
- Authority's Requirements: where appropriate, technical standards and minimum requirements for individual building components and construction/demolition activities.

#### Capital projects programme management - climate considerations at gateway stages

Build in a requirement to use the climate toolkit to address climate implications in each capital project from the outset, ensuring that proposals cannot progress to approval without proper consideration of carbon reduction, based on the Energy Hierarchy, as well as climate adaptation opportunities and requirements - with appropriate measures costed and confirmed to meet agreed targets and performance standards.

### Capital projects - carbon tracker

Develop and implement a system for recording carbon reduction and climate adaptation targets and measures agreed for all capital projects and council-supported development schemes, and for tracking their progress to implementation - enabling oversight of climate outcomes by managers and senior decision-makers.

The HRA capital programme has always reported of the carbon savings the division has achieved and the items in the plan are in addition to the work that we are already doing:

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

### 6.1 Financial implications

No comments sought, for information only

### 6.2 Legal implications

None sought, for information only

### 6.3 Equalities implications

None sought, for information only

### 6.4 Climate Emergency implications

None sought, for information only





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## ***Environmental Budget – Update***

For consideration by: Housing Scrutiny Commission

Date: 15 June 2021

Lead director: Chris Burgin

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**Report Author:**

Gurjit Minhas – Head of Service, Housing Division

**1. Summary**

- 1.1 This report outlines how the Environmental Budget will fund improvements on estates across the city in 2021/2022. This year 30 schemes have been agreed for the city and the overall cost will be approximately £751k:
- 12 schemes in the West area of the city, costing £272,300
  - 11 schemes in the East area of the city, costing £242,700
  - 7 in schemes the South area of the city, costing, £236,000
- 1.2 Ideas for improvements were sought from key stakeholders, which includes tenants, residents and local ward Cllrs. Housing staff have also highlighted improvements based on their local knowledge of issues on estates and key priorities for the service.

**2. Background**

- 2.1 The Environmental Budget has led to £9.1m being invested over the last 10 years in improving Council Housing estates. The budget has been used to improve parking, green areas, introduce measures to reduce anti-social behaviour and to generally make the environment safer and improve the quality of life for residents, making them places where people want to live.
- 2.2 Historically, housing staff have carried out local consultation and engagement exercises to identify what people like about their local area and what they would like to see improved.
- 2.3 Some of the initiatives have been highlighted on estate walkabouts, ward meetings or because of service requests. The process to involve and consult with key stakeholders has varied from area to area.
- 2.4 For this year's schemes, housing staff have mainly engaged with stakeholders through e-mail consultations, as many of the ward meetings and walkabouts have been cancelled due to the pandemic.

**3. Schemes**

- 3.1 The schemes cover the city's three district management housing areas, East, West and South:







**Dupont Gardens – The gates need upgrading. There is a need to upgrade these gates, they are old and rusty and to add intercom for additional security for tenants and residents living in the block**

- **Abbey Ward:**
  - **£20,000** on painting internal areas in 5 of the blocks. This improvement was identified by housing staff
  - **Bridlespur Way, £10,817** to replace 10 bin doors. This improvement was identified by the housing office
  - **£3,600** on 18 metal plates in bin areas. This improvement was identified by the housing office
  
- **Beaumont Leys Ward:**
  - **£5,000** on clearing fly tipping in the area. This action was approved at a community ward meeting
  - **Bluegates, £2,642** on constructing a bin store
  - **Scalpay Close, £45,000** on 6 parking spaces
  - **Thornholme Close, £18,000** on 3 parking spaces

3.3 Consultation with ward Cllrs on these schemes took place using a variety of methods:

- The District Manager, Marie Murray, sent e-mails to Western, Westcotes and Fosse ward Cllrs outlining proposals for their areas and welcoming views. Cllr Russell responded to this consultation with a question about the Safer Streets Fund and how funding decisions were made.
- Team leaders e-mailed Abbey and Beaumont Leys ward Cllrs; the feedback received was supportive of proposals in these areas.
- Marie also attended a virtual meeting which was held with Abbey ward Cllrs to discuss the proposals for their area.

3.4 In the East Area of the city, the following 11 schemes have been identified, costing £242,700:

- **Belgrave Ward:**
  - **Donaldson Road, £5,000**, for flooding prevention work, identified by residents, Cllrs and highways during a patch walk
  - **St Marks, £3,200** on marking parking bays, this was identified by Cllrs and residents on Houseman Walk
  - **St Marks, £31,000** to extend fire safety stairwells. This improvement was proposed by the Police, Cllrs and resident to address concerns about ASB



**We are raising the height of stairwells; this has been successful in other areas in reducing ASB.**

- **Belgrave and Rushey Mead Wards:**
  - **St Marks, Belgrave and Rushey Mead, £15,000** to cut back, shrubs, trees and weed spraying for land not part of the ground maintenance contract. This improvement was identified by the local housing office
- **Evington Ward:**
  - **Ambassador Road, £14,000** on removing overgrown shrubs which obscure, footpaths and vehicles. This improvement was identified by Cllr Hunter on a patch walk in 2019.
  - **Rowlatts Hill, £10,000** on thinning out and trimming back trees, identified by Cllr Hunter on a patch walk in 2019
- **Thurncourt Ward:**
  - **Stornaway Road, £124,000** on parking spaces on the green and 2 laybys along the road. This was suggested by ward Cllrs and residents at a ward meeting.
  - **Thurncourt Road, £8,000** to address fly tipping and install bins in non-maintained ground. These improvements were identified by tenants affected by ASB in this area.

- **Evington/Thurncourt and North Evington Wards:**
  - **£10,000** on grounds maintenance and weed spraying on paths. This improvement was identified by Cllr Hunter
- **North Evington Ward:**
  - **Morton, £12,500** on block painting. This is an ongoing project to improve blocks identified by the housing office
- **For all wards in the East Area**
  - **£10,000** for removal of shrubs and hedges to improve visibility and make the areas safer for residents. Police and residents highlighted the improvements.

3.5 Consultation in the East involved a range of methods, estate walkabouts, meetings, letters and emails to residents and local ward Cllrs. Positive responses were received from Cllrs and residents attending a meeting in Belgrave ward. Positive responses have also been received from residents and ward Cllrs on the Stornaway Road parking scheme.

3.6 In the South area of the City the following 7 schemes have been identified costing £236,000:

- **In all wards for the South Area:**
  - **£131,000** on a trees and shrubs team to carry out works to tidy the estates and cutback trees not in the current maintenance contract. This improvement was identified by District Manager Nick Griffiths.
- **Aylestone Ward**
  - **Gilmorton, £15,000** on converting bin store areas into bike storage. This improvement was identified by the local housing office and Cllr Clarke
  - **Glenhills Boulevard, £15,000** on provision of large recycling bin stores, this improvement was identified by local tenants



**To improve fire safety, bin stores will be provided**

- **Saffron Ward:**
  - **St Andrews, £10,000** on yellow lines and road signage to alleviate parking issues. These improvements were identified by residents and key stakeholders. A further solution is being explored to enable resident parking.
- **Braunstone and Rowley Fields Ward:**
  - **Braunstone, £50,000** for Narborough Road fencing. This is a City Mayor priority
  - **Blackmore Drive, £5,000** on gating off internal drying areas for fire safety, identified by housing office
  - **Blackmore Drive, £10,000** on thinning out trees in school area which back onto council properties, identified by the housing office

3.7 Consultation was actioned by Team Leaders who e-mailed Cllrs with the proposals. The District Manager, Nick Griffiths, e-mailed Aylestone Ward Cllrs about schemes in their areas. Cllr Halford, Cllr Kitterick and Cllr Pickering suggested additional areas for the trees and shrubs team to address, and these proposals have now been factored in. Cllr Cutkelvin has been involved in stakeholders' meetings to identify a solution for the parking issues on St Andrews.

#### 4. Consultation Process

4.1 Proposals for schemes have come from a variety of sources, including tenants, residents, Cllrs, housing staff and other stakeholders, such as the Police.

4.2. A range of consultation methods have been used to develop and approve these proposals, including, where possible, patch walks and community meetings, though engagement this year has been mainly on-line through e-mails. Face to face consultation has been limited this year because of the pandemic.

4.3 To adopt a more consistent approach in future, the following process is proposed:

- **April to June** – Team leaders analyse service and observational data on improvements required for their District. District Managers to identify work required to meet strategic service priorities, e.g. Fire Safety, Climate Emergency
- **May to July** – Team leaders and housing officers to carry out consultation with local tenants, the Tenants' and Leaseholder's Forum, Cllrs and local stakeholders on ideas for proposals
- **September to October 21-** District Managers to formulate proposals for each district
- **November** - Consultation meetings held with all ward Cllrs. These will be face to face or online meetings and will consider all the proposals for each District. Other channels for feedback will be offered, such as Teams or E-mail
- **December** – Head of Service to bring an update report with consultation feedback to Lead Member Briefing
- **January** – Report back to Housing Scrutiny Commission



4.4 The benefits of this approach are that all ward Cllrs will be able to see the final proposals for their area and it will provide a further opportunity for stakeholders to input into a more transparent decision-making process.

## **5. Financial, legal and other implications**

### **5.1 Financial implications**

The total cost of the schemes identified within this report is £751k. The HRA Capital Programme for 2021/22 includes £750k for Communal and Environmental work, plus an additional amount for schemes included in the report but which were originally budgeted for within the 2020/21 programme. The schemes are not anticipated to have a significant impact on revenue costs for the Council.

**Stuart McAvoy – Principal Accountant**

### **5.2 Legal implications**

There are no specific legal implications arising from this report.

**Jeremy Rainbow – Principal Lawyer (Litigation) x. 374135**

### **5.3 Climate Change and Carbon Reduction Implications**

A number of schemes identified within this report may have carbon emission-related impacts, although these are anticipated to be relatively minor. Impacts should be addressed through applying the council's sustainable procurement guidance, including for materials and paints, as appropriate and avoiding the loss of trees in work on green spaces, or ensuring they are replaced in line with the council's Trees Strategy.

**Aidan Davis, Sustainability Officer, Ext 37 2284**

### **5.4 Equalities Implications**

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

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

The report outlines how the environmental budget will fund improvements on estates across the City in 2021/2022.

There are no direct equality implications arising from the report, however works that improve security for residents and visitors should lead to positive impacts for people from across all protected characteristics. It is important that any consultation/engagement is accessible.

**Surinder Singh, Equalities Officer, Ext 37 4148**







## ***Anti-Social Behaviour (ASB) Service Revised Proposal***

For consideration by: Housing Scrutiny Commission

Date: 15 June 2021

Lead director: Chris Burgin

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**Report Author:**

Gurjit Minhas– Head of Service Housing

**1. Summary**

- 1.1 This report sets out a revised proposal to change how we deliver Anti-Social Behaviour (ASB) Services. Currently services are delivered by Neighbourhood Housing Officers within the Housing Division and the Crime and ASB (CrASBU) Team based in the Neighbourhood and Environmental Division.
- 1.2 The revised proposal is to create a central housing Anti-Social Behaviour Team that will work closely with CrASBU. Council tenants will still be able to report ASB to their housing officers as they do now, however all investigations will be carried out by a central housing ASB team.
- 1.3 The key benefits of this proposal will be to provide a consistent specialist ASB service to all complainants regardless of tenure and enable Neighbourhood Housing Officers to focus on supporting tenants.
- 1.4 The proposal to change the ASB service has been consulted on previously with the Housing Scrutiny Commission and with the Tenant’s and Leaseholders Forum in 2020 and has been amended in line with the consultation feedback received.
- 1.5 The original proposal was for all ASB to be dealt with by CrASBU, however you the Scrutiny Commission and the Forum told us that you had the following concerns about the original proposal:
  - less resources for housing services, retain the £100k efficiency saving
  - housing officer’s knowledge would be lost
  - tenants wanted to report incidents to housing officers
  - that CRASBU would not be sufficiently resourced to deal with the work
  - that the new arrangement would need to be monitored to check its effectiveness
  - support for people poor mental health
- 1.6 Creating a housing ASB team to carry out investigations and retaining the £100k efficiency saving to provide the face to face customer service role within housing, addresses the above concerns. A central housing team with specialist knowledge is also required as we are dealing with more complex cases in various parts of the City.
- 1.7 This revised proposal has now been consulted on with the Tenant’s Forum in January and February 2021. Their feedback on the new proposal is wide-ranging and is attached, please see **Appendix 1**. A commitment has been made to the Forum that they will receive regular feedback on the performance of the ASB service for council tenants going forward. Publicity will also be provided on how services can be accessed. Forum members requested for a definition of ASB to be included in this report, which is as follows:

**Anti-social behaviour (ASB) was defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator**

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- 1.8 This report also highlights on how the service will be accessed in future and the work of other local authorities and how performance will be monitored in the new service model.

## **2. Background**

- 2.1 Historically housing services have dealt with ASB associated with council tenancies separately as council estates used to be made up of mostly council owned properties. Low to medium level ASB could be managed through the legal responsibilities of the council as a landlord. This is outlined within 'The Conditions of Tenancy' document which all council tenants sign up to. Mainly due to Right to Buy we are seeing an increase in the mixture of tenures on estates, we have approximately 30 new applications each month. Some of these sold properties are owner occupied, leasehold and some are rented out to private tenants.
- 2.2 CrASBU historically has dealt with all reports of ASB from residents and tenants in private sector housing from initial report to high level investigations and legal action. CrASBU also deals with council tenancy cases as they progress and become more complex, serious or high-risk.
- 2.3 With the increasing mixture of tenures on estates, the two investigation functions sitting separately is not in alignment with the nature of ASB service requests being reported. Reports often involve disputes with households from different tenures. The proposal for the teams to be based centrally will help them to more effectively deal with ASB across all tenures and prevent duplication of work.
- 2.4 The needs of council tenants are also changing as more people are presenting with complex issues, related to substance use, mental health and poverty. Therefore, there is a necessity now to enhance the support role of Neighbourhood Housing Officers to support people in their tenancies. The enforcement function of tackling ASB no longer aligns with the support role Neighbourhood Housing Officers are increasingly having to carry out.
- 2.5 The current arrangement is that each Neighbourhood Housing Officer takes reports and investigates council housing associated cases in their area. This means an uneven and excessive workload for some officers especially in the West of the City. Having a central housing team will mean that caseloads can be more evenly distributed, and work can be resourced more effectively. Since April 2020 the Housing Service has received 931 reports of ASB.

## **3. Purpose**

- 3.1 The purpose of this report is for members to consider the proposal of setting up a housing ASB investigation team that will work in close partnership with CrASBU and be based centrally.
- 3.2 This proposal will lead to a more effective specialist services that will reduce any duplication of functions. All officers dealing with ASB will be trained to provide support and signpost people who have poor mental health.

Increasingly more service users are presenting with mental health issues and this can be a contributing factor in ASB cases.

- 3.3 In line with the feedback received from the Scrutiny Commission and Forum on the initial proposal for the new model would have realised efficiencies of 100k. This will now be retained within the Housing Service to ensure Neighbourhood Housing Officers carry out the key link and customer contact role.

#### **4. Scope and Impact of Proposed Change**

- 4.1 A Business Case for Organisational Change in accordance with the Organisational Review Policy is proposed to be prepared by the Head of Service for Community Safety and Protection with support from the Head of Housing Services. This would need to be consulted on as this potential change will impact on the job roles of Neighbourhood Housing Officers within the Tenancy Management Service and the creation of job roles within the new central housing ASB Team and the CrASBU team.
- 4.2 The proposed change will also impact on Council Tenants, as Neighbourhood Housing Officers will no longer investigate low level ASB cases. In line with feedback from the Scrutiny Commission and the Tenants Forum, in the future model, tenants will still be able to contact housing officers to report ASB and housing staff will provide advice and assistance and refer to the central teams where appropriate. Tenants will also be able to report cases directly to the ASB teams and will be able to contact the officer dealing with the case directly throughout the investigation.

#### **5. Proposed Future Working Model**

- 5.1 For council tenants, Neighbourhood Housing Officers (NHOs) would continue to be a key contact person and provide advice and low-level assistance via the standard letters and information that is readily available.
- 5.2 NHO's will deal with issues that are not deemed as formal ASB. Cases that need formal investigation will be referred to the central teams, however NHO's will continue to be a point of local intelligence and local information for the central teams.
- 5.3 The central housing ASB team will be made up of housing ASB officers who will be managed in partnership by both Housing and CrASBU.
- 5.4 Housing staff will lead on cases primarily involving council housing but as with CrASBU will deal with cross tenure cases. CrASBU will lead on those primarily involving private housing and will work cross tenure to include council housing.
- 5.5 The central housing ASB Team will be managed in partnership by Housing Services and CrASBU and be based in Mansfield House while also utilising local bases. This will enable the housing team to have a close working relationship with CrASBU and utilise central resources and knowledge to deal with ASB more effectively. This will also enable improved joint working with the police, through the use of a shared intelligence system called SENTINEL, which is currently used by CrASBU officers to manage cases

5.6 As part of on-going commitment to ensure that this model provides continuous improvement and yields the type of outcomes required, the following key performance information will be captured and shared;

- i) Service/ Information Request (ensuring that data is captured where council tenants are involved as victims and/ or perpetrator)
- ii) Action Taken
- iii) Review/ Evaluation

5.7 As part of the consultation with members and the tenant's forum, there was interest in relation to how other local authorities delivered services in relation to ASB. With this in mind, officers contacted the 10 local authorities to understand their approach to dealing with ASB.

5.8 Of those 7 cities with housing stock and ASB services for residents of the city; 5 cities have a single route for reporting ASB regardless of tenure. One of the city's shared with us that they feel that there is a more uniform approach across their area with this approach and that the staff work more consistently using the same policies and procedures.

## **6. Benefits of Future Working Model**

6.1 The point of contact for all stakeholders will be clear, avoiding any uncertainty about who is dealing with a case irrespective of tenure. Contact details of the case worker will be provided.

6.2 The new service will eliminate any duplication of work and improve partnership working.

6.3 The current role of a Neighbourhood Housing Officer covering several landlord functions does not lend itself to providing a dedicated service to deal with ASB.

6.4 Removing the ASB function from the Neighbourhood Housing Officer role will enable officers to focus on supporting tenants to sustain their tenancies and their building responsibility duties.

6.5 All complainants regardless of tenure will receive a consistent and specialist ASB service with support for mental health.

6.6 Improved joint working with the police through a shared intelligence system, SENTINEL which CrASBU utilise; ensuring that issues are communicated and resolved much more swiftly.

6.7 This model will benefit from the Channel Shift programme, with an expectation that complainants reporting ASB are able to access help and support by way of information that can assist them in "self-help".

## **7. Financial, legal and other implications**

### **7.1 Financial implications**

**7.1.1** The total current cost of managing ASB across Council services is £727k (£432k within the CrASBU service and approximately £295k in the HRA). The proposed model will have no impact on overall costs. Centralising HRA ASB support into a single team will free up time to an estimated value of £100k for Housing Officers to spend on other tasks.

*Stuart McAvoy – Principal Accountant*

### **7.2. Legal implications**

7.2.1 There are no specific legal implications arising from this report

*Jeremy Rainbow – Principal Lawyer*

### **7.3 Climate Change and Carbon Reduction Implications**

7.3.1. There are no significant climate change implications associated with this report.

*Aidan Davis - Sustainability Officer, Ext 37 2284*

### **7.4 Equalities Implications**

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

7.4.2 Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. If the recommendations are agreed and as part of the ongoing work to reshape the service, it is recommended that an Equalities Impact Assessment is undertaken.

However, the Equality Impact Assessment is an iterative document which should be revisited throughout the decision-making process and should, ultimately, also take into account any consultation findings including housing tenants. Consultation needs to be meaningful and accessible and this needs to be reflected in the Communications Strategy. Any strategies/policies developed as part of this proposal need to ensure they outline how they meet the Equality Duty as prescribed by the Equality Act, such as the development of an Anti-Social Behaviour Policy for the new central team.

An organisational review EIA will need to be completed once the staffing establishment has been fully determined looking at any positive and negative impacts on staff in scope of the review. A service change EIA is attached.

Advice and guidance can be sought from the Corporate Equalities Team.

*Sukhi Biring -Equalities Officer, 454 4175*

## **Appendix 1**

### **Forum Members feedback on ASB proposals**

In early January the revised Anti-Social Behaviour proposals report was sent to all Tenants' and Leaseholders' Forum members. This was followed up with telephone calls to obtain individual member feedback on the revised proposals.

A Tenants' and Leaseholders' Forum meeting was held on the 4<sup>th</sup> February 2021. At this meeting the individual feedback was shared. The Forum members were then given the opportunity to add any further comments they would like to make. The feedback received is as follows:

#### **May Jones**

Generally happy with the proposals and in favour.

- Thought the idea of setting up a central Housing ASB team was a good idea
- Agreed with the close working arrangements with CRASBU
- Pleased anti-social behaviour can still be reported to housing officers
- Pleased the previous saving of £100k will continue to be used to fund services

#### **Ann Green**

Generally, in favour of the proposals, but would like to know:

- What exactly will the 100k be used for?
- There's already a shortage of housing officers. Will there be new Housing Officers recruited or will they use existing ones?

#### **Wendy Biddles**

- Would like dealing with ASB to stay as it is, Housing Officers and for them to be responsible for their tenants.
- In the report didn't understand why right to buy was being mentioned and what this had to do with things.
- Asked what the £100k savings is to be used for? For Tenants who have needs, the money should be spent on their homes.

## **Jill Rhys**

Generally, in favour of the proposals

- Concerned about the burden it would place on housing officers having to deal with more complex cases and thought more partnership working with mental health service to reduce this burden
- Providing a range of ways people reporting ASB was good but these could be kept simple and streamlined so people don't have to repeat themselves.
- Would like to see the project reviewed after a set period to see how it has worked. Views should be sought from tenants and staff for this to get feedback on the ground, not just reporting on numbers.
- Service should be published better on existing literature that goes out.

## **Joe Carroll**

Not in favour of the proposals

- In relation to keeping Housing officer involved - what is proposed was not what was asked for
- LCC are reducing the number of housing Officers and funding CRASBU through the HRA, making Housing Officers do more.
- Where is the savings - if CRASBU are only to deal with serious cases - giving CRASBU more officers to do less work as LCC want to use HO to do the low level cases
- Joe was concerned about vulnerable tenants and the amount of work HO have helping these people
- The extra contact with CRASBU seems unrealistic.
- Joe wanted a separate in house ASB team and felt CRASBU had a poor record in tackling anti social behaviour, also their lack of interest in the community. They only seem to assist the person that causes the ASB. He would like more information from CRASBU of existing cases
- Fears Housing office will have no impact or control over CRASBU
- Joe would like to increase the number of housing officers to be able to effectively deal with ASB themselves.
- Questions raised:
  - Where do STAR fit into this?
  - Why is Right to Buy in the paper
  - What will the £100k be used for? Can't we use it to improve services for council tenants?
  - – the paper talks about housing officers helping people with mental health difficulties, can this link into STAR's work?
  - How many tenants have CRASBU evicted
  - Will these proposals mean fewer housing officers to do regular housing officer work?



## **Jean Williams**

Generally, in favour and happy with the ASB papers

- One thing she would like to know more about and see is an emphasis relationship between council tenants and leaseholders is addressed.
- There seems to be a lot of issues between leaseholders and tenants she and would like to know more about and see more emphasis on how these issues are managed.

## **Peter Hookway**

Not in favour of the proposals

- Why is there no mention of the night service for ASB? What are the plans for this?
- Doesn't see why we should go in with the private sector. The private sector seems to have a higher profile and get more consideration than council tenants – it feels like this is about improving the service for the private sector, not council tenants. I'm concerned that the needs of council tenants will be overlooked.
- Also, this proposal seems to be putting a lot of work on housing officers when they already have a full workload. Will this mean fewer housing officers having to do regular housing officer work?
- No mention of how STAR is going to be involved.

## **Phillip Allen**

- Why doesn't this paper mention leaseholders?
- How is the proposal going to impact on the visibility of Housing Officers, can we expect to see a more visible housing officer presence in the future?
- Dealing with ASB should be pro-active. Will the new proposals result in a more proactive approach rather than reactive?
- Supporting homeless vulnerable people and those with mental health issues is admirable, however, the resulting issues completely prevent the vast majority of people being unable to live a peaceful life what support is offered to them?
- If implemented when will an evaluation of how it works take place?

