



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 27 FEBRUARY 2023

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, Aqbany, Fonseca, Gee, Modhwadia and Pantling

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

For Monitoring Officer

Officer contacts:

Aqil Sarang (democratic Support Officer) – aqil.sarang@leicester.gov.uk

Jerry Connolly (Scrutiny Policy Officer) – jerry.connolly@leicester.gov.uk

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PUBLIC SESSION

AGENDA

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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 MEETING

Appendix A

The minutes of the meeting of the Housing Scrutiny Commission held on 9 January 2023 and the Special Housing Scrutiny Commission 30 January 2023 have been circulated, and Members are asked to confirm them as a correct record.

4. PETITIONS

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

5. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

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

6. ENVIRONMENTAL BUDGET AND PUBLIC REALM PROJECT UPDATE

Appendix B

The Director of Housing submits a report providing the Housing Scrutiny Commission with an update on the Environmental Budget and the Public Realm Project.

Members of the Commission are recommended to note the report and pass any comments to the Director of Housing.

7. REPAIRS, GAS AND VOIDS PERFORMANCE UPDATE **Appendix C**

The Director of Housing submits a report that provides the Housing Scrutiny Commission with an update on the performance of the Division's Repairs and Maintenance service, which includes the Voids and Gas functions.

Members of the Commission are recommended to note the report and pass any comments to the Director of Housing.

8. WHO GETS SOCIAL HOUSING **Appendix D**

The Director of Housing submits a report which provides an update to Members of the Housing Scrutiny Commission of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register. The report deals with the period starting 1st April 2022 and ending 30th September 2022.

Members of the Housing Scrutiny Commission are recommended to note the report and pass any comments to the Director of Housing.

9. CHANNEL SHIFT UPDATE **Appendix E**

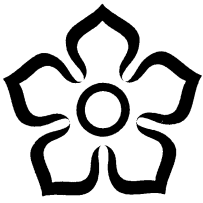
The Director of Housing submits a report provides an update to the Housing Scrutiny Commission on the delivery of Housing Online- Repairs. This relates specifically to the move to significantly increase the number of repairs reported online and repairs enquiries made online.

Members of the Commission are recommended to note the report and pass any comments to the Director of Housing.

10. WORK PROGRAMME **Appendix F**

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

11. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 9 JANUARY 2023 at 5:30 pm

P R E S E N T :
Councillor Westley (Chair)
Councillor Chamund (Vice Chair)

Councillor Ali
Councillor Aqbany

Councillor Gee
Councillor Pantling

In Attendance
City Mayor Sir Peter Soulsby
Councillor Cutkelvin Assistant City Mayor
Councillor Whittle
Councillor Solanki
Councillor Valand
Councillor Nangreave
Councillor Dawood

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51. APOLOGIES FOR ABSENCE

The Chair welcomed those present and led introductions.

Apologies for absence were received from Councillor Modhwadia.

52. DECLARATIONS OF INTEREST

Members were asked to declare any pecuniary or other interests they may have in the business on the agenda.

There were no such declarations.

53. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

That the minutes of the meeting held on 7th November 2022 be confirmed as an accurate record.

54. PETITIONS

The Monitoring Officer reported that no petitions had been received.

55. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Monitoring Officer reported that there were no questions, representations or statements of case received.

56. ANY OTHER URGENT BUSINESS

The Chair announced a change to the running order of the agenda as he had agreed to take an item of urgent business to include a district heating update report as the first substantive item of business on the agenda, on the basis that there needed to be further scrutiny consideration before any decision was taken around any increase in district heating charges.

The Chair noted that the HRA proposals had been deferred to a special meeting to be held on Monday 30th January 2023.

It was noted that an invitation had been extended to non-committee members to attend and participate in the discussion about the district heating proposals.

57. DISTRICT HEATING UPDATE REPORT

The Director of Housing submitted a report providing an update in relation to proposals to increase district heating charges and the reasons for that.

Assistant City Mayor Councillor Cutkelvin introduced the report and summarised the current arrangements for district heating which dated back to 2011, this included a look back at the system and arrangements in place over time as well as background information about previous consideration given to installing metering, outcomes of metering testing in 2014 and the previous decision not to proceed with installation of metering as it was cost prohibitive at that time, and the cost analysis was not as compelling as now.

It was reported that unprecedented conditions had triggered massive increases in gas and fuel costs and there was ongoing uncertainty around such costs coming down in future. Residents on district heating had been protected from increases initially as the council purchased its gas in bulk and costs had been below market levels, however with subsequent wholesale gas price increases it was necessary to consider whether to absorb or pass on the increased cost.

Members were reminded of the report presented at the last meeting noting that included a proposal that was “right” at that time. It was also noted that the government had given everyone at least £400, and in some cases more, towards mitigating increased fuel and cost of living impacts. Those on the district heating scheme had also received that additional support but without facing increased gas costs and it was felt that residents with the district heating arrangement had no financial incentive to reduce their heating and there was a tendency for those with district heating to use much more than an average user.

Members noted there remained legitimate concerns about the district heating

system, this had led to further extensive work by officers to identify a way forward and evaluate the impact of increased gas/fuel prices; that work also explored key issues around contracts, revisited metering as an option, and considered potential alternative solutions such as electrification.

The Strategic Director of City Development & Neighbourhoods gave a presentation of the work that had been carried out since the last meeting which included the following points:

- if steps were not taken to address the issue of the increasing price of gas not being matched by increases in charges to district heating customers, then the Council would have to sustain £4.5 million costs from the general fund and £10.2 million costs borne by the HRA (proportionally split between homeowners and Council tenancies).
- An overview of how district heating charges looked in November/December 2022 with a new modelled set of charges that included incremental changes on a proposed 70% increase and a 300% increase together with comparison annual charge forecast 23/24 and estimated capital costs for other forms of heating.
- There had been some reduction in the cost modelling forecast, and a number of assumptions had been removed because the latest bulk gas purchase had come in at a little lower price.
- Metering had been further explored, taking account of previous pilots and findings and revisiting what might be delivered in real terms. The cost of installing meters was estimated to be circa £3m and taking account of a timeline for procurement the work could potentially be completed in 40 weeks.
- A metering programme to deliver across all properties other than within the Aikman Avenue area, which was more problematic could be completed by October 2023, benchmarked upon taking a decision at Full Council in February 2023.
- Viability testing had already been done along with how the metering and billing system would work, with an assessment of impacts and resources needed to manage the new system.
- It was estimated that the average tenant could save around 30% with a meter installed on their district heating charge.
- The provision of localised controls to enable tenants to reduce their heating or turn it off in warmer months had also been explored along with alternative heating options.

Members thanked officers for the additional work done on this issue and discussed the contents of the report.

There remained some uncertainty about introducing a level increase and the point was made that although tenants hadn't had increased costs to their district heating charge, they were never the less having to pay for increased costs on other utilities connected to their properties.

There was concern also that tenants were not able to look elsewhere for their heating provision and that a full consultation should take place so that residents were aware of what the increases could be. It was also felt that residents

should be consulted before any move to install meters was taken.

There was a general consensus that the council should not be subsidising the increased cost and it was recognised that the cost of living issues were likely to remain longer term.

The City Mayor stressed that this was still work in progress and officers continued to explore all options to try to minimise any detrimental effect of passing on an increase in charges and there would be opportunity to come back. The City Mayor advised that it was necessary to minimise the gap between costs and drew a comparison to the economic climate of when the metering trial was carried out in 2014 to the current economic climate noting that much had changed and a 30% saving now would make a considerable difference.

In response to call for further consultation, it was noted that consultation had taken place as far as any consideration to a decision being made to increase up to 70%, however further consultation had not yet been undertaken as final costs were still being evaluated. Any further consultation would be embedded within HRA budget proposals and would go to the tenants forums and resident meetings with opportunity to feedback on the proposals, there would also be opportunity to bring that feedback to the next scrutiny meeting and subject to agreement at the next full council all tenants would then be written to, at least 28 days in advance of any proposed charge increases.

A member of the committee referred to several questions submitted by residents in her area. As those questions were not submitted to the meeting in accordance with the Scrutiny Procedure Rules set out in the Council's Constitution officers were not required to provide a response at the meeting.

(Post meeting note: the questions were forwarded to officers for a written response outside the meeting.)

Members noted that there were 17000 tenants who were not on district heating and that the HRA could not absorb the costs as that would impact on other housing services. There was general satisfaction that officers had found an alternative through other interventions such as metering, and it was felt that as much as possible should be done to limit the effect on those contributing to HRA.

Members suggested that if the wholesale prices of gas were now closer to what they were 12-18 months ago then this exercise to increase district heating costs was no longer relevant as the cost had come down.

The Director of Housing clarified that the modelled cost in relation to 300% increase to the district heating charge was a forecast anticipated for the coming financial year, however details of gas prices were firmer to a mean average after metering so the proposed cost would now equate to an increase overall of 247% from April 2023.

The Director then provided responses to a number of points raised prior to the meeting which included the following comments:

- Boilers used in the district heating were powered by gas fires, there was also a bio mass boiler which was not on the network.
- There had been savings on projected carbon emissions.
- The government had announced a heat network efficiency scheme and it was intended to apply to that scheme to enable more efficiency works to be undertaken.
- Leicester was not the only council with a district heating system. Officers had consulted nationally to explore the solutions other cities had made in relation to their heating and power systems, there had also been discussion with heating experts about the different district heating systems across the UK.
- There were no formal assisted living buildings on the district heating system, although there was some sheltered living accommodation linked to the scheme. At the current time no other formal actions had been considered in relation to providing additional support to more vulnerable or disabled residents other than the matters presented tonight. Council stock conditions were a factor and there was already ongoing work to make sure stock was efficient and that EPC ratings were improving. Vulnerable and disabled residents would be prioritised in that piece of work too.

The Chair drew the discussion to a close, concluding that leaseholders on the district heating scheme needed to have some form of control to allow them to turn off or reduce the heating in their homes themselves. The Chair also commented that the suggestion that the HRA be used to subsidise the district heating system would mean that, the HRA investment programme would be cut and council tenants would be subsidising residents who had bought their homes from the council which would not be fair.

It was proposed and seconded that 1. the move to Tenant and Leaseholder control of heating be supported; 2. that regular reports on the negotiations with the provider, including the grounds for increasing service charges in line with gas prices be provided to the commission; 3. that a report be brought to a future meeting on how the service charges have changed to reflect the reduction in gas prices over the last six months; and upon being put to the vote each recommendation was unanimously supported.

The Chair thanked members who had attended the meeting who were not part of this commission for their contribution to discussion.

RESOLVED:

1. That the contents of the report be noted;
2. That the move to Tenant and Leaseholder control of heating be supported;
3. That regular reports on the negotiations with the provider, including the grounds for increasing service charges in line with gas prices be provided to the commission;
4. That a report be brought to a future meeting on how the service

charges have changed to reflect the reduction in gas prices over the last six months.

58. TENANCY MANAGEMENT VISION AND SUPPORT REPORT

6.40pm The Chair agreed to a short adjournment.

6.50pm Meeting resumed.

The Director of Housing submitted a report setting out the new vision and priorities for the Tenancy Management service including details of the support provided to sustain tenancies and prevent homelessness.

The Head of Service, Tenancy Management introduced the report and gave an overview of recent developments, this included insight into the number of welfare visits undertaken, and highlighted the support provided to tenants to help sustain their tenancies and prevent homelessness.

Members noted that the profile of estates had changed significantly and the number of tenants with complex needs and chaotic lifestyles had risen. The “Everyone In” initiative had helped house people who had mental health issues or alcohol/drug dependency requiring additional support in their accommodation to manage those issues.

Along with the vision to be “a customer focused landlord service that enables tenants to live well and have successful tenancies” six key priorities had been developed (set out at paragraph 1.5 of report). These were based upon feedback from tenants as well as information gathered from other services and best practice identified elsewhere.

Members were informed about the support provided by the Supporting Tenants and Residents (STAR) service, this included details of new eligibility criteria introduced in May 2021 and how STAR had developed its service around Trauma Informed Practice which was a strength based approach that valued the capacity, skills, knowledge, connections and potential of individuals and communities.

Attention was drawn to the partnership working being carried out as well as data within the report which included information about referrals and information detailing the vulnerabilities of tenants being supported.

The Chair thanked officers for the report and commented upon recent national publicity about homes that were not fit to live in due to condensation and mould, and the death of a child had highlighted the issue.

Officers responded that there were still problems in council housing such as condensation or other defects and as soon as an issue was reported arrangements were made for an inspection to be carried out to identify the source of the issue and offer advice to tenants. Cases were prioritised based on condition and vulnerability of the household and sometimes alternative housing was offered whilst works were carried out.

The Director of Housing confirmed that a specialist group had been brought together to tackle mould/damp issues and all homes reporting that issue in the last 2 years had been reassessed. There had also been increased activity and investment such as in humidity devices to identify problems, referrals to technical teams, and assessment of tenants who say damp/mould was their reason for wanting to be re-housed.

The Chair commented that priority 3 online services reflected a lot of issues for people, and it was queried where the balance of the issue lay. Officers confirmed that they were trying to introduce online services and there was a need to champion those services assisting people with less IT ability to use them the first time and showing where they can get further help and support e.g., at libraries. It was recognised there may always be a group that could not access services online and so the service would still want to provide local housing officers that people could contact directly.

The Chair commented that fire safety remained a critical issue and enquired whether there was any progress in the government adopting recommendations from the Grenfell Fire Enquiry. The Director of Housing replied that fire safety was paramount in all housing stock and this council had always taken it seriously to the extent where millions of pounds had been invested to ensure compliance and there was close work with the fire service. Housing services always undertook the works recommended or required, including recent installation of sprinkler systems in all tower blocks to add an additional degree of protection.

Members noted that in terms of a key recommendation around Personal Emergency Evacuation Plans (PEEP's) for disabled and vulnerable tenants who need assistance to evacuate, this was something Leicester had in place for a number of years although the government had not yet adopted that.

The Commission congratulated the staff member who received the Turning Point Inspiring Leicester award.

Members raised concerns about the number of people experiencing difficulties calling to request repairs especially the elderly and people with English as a second language. The Director of Housing advised that he was not aware of any specific delays to calls coming through and there was an intention to encourage more reporting online, so the channel shift would free up the customer service centre to be able to answer more important calls. There were still some priority emergency calls that went through customer call centre but in relation to the online system, thousands of reports had been logged and had gone very smoothly and Members were invited to provide more detail of any specific delays outside the meeting.

There was a brief discussion about family and community support services, and it was noted that where cases were identified of people struggling financially, they were referred for STAR support, who could assist with budgeting advice and help claiming benefits.

Members were advised that in terms of next steps the team would be developing an action plan to include timelines for implementing all elements of the tenancy management offer however some aspects would occur sooner i.e., the ASB team would be set up around April 2023, so there was work to do on connecting timelines and tying in funding streams.

In relation to help and support available within libraries it was noted that housing officers shared a joint reception area so people should be able to go into their nearest library and get initial advice as well as sign posting and support to access online services.

The Chair asked officers to provide a future report providing details of the setting up of a customer care system (para 4.4 of report) and how well that system had been received and how well targets and objectives were being met.

RESOLVED:

1. That the contents of the report be noted,
2. That a future report providing details of the setting up of a customer care system be brought to a future meeting as requested above.

59. EMPTY HOMES (PRIVATE SECTOR) REPORT

The Director of Housing submitted a report providing details of the work of the Empty Homes Team to bring long term private sector homes back into use.

Assistant City Mayor Councillor Cutkelvin introduced the report noting this area of work was vital and a service the council should be proud of and look to sustain into the future.

The Head of Service, Housing explained the overall purpose of this team was to bring empty properties back into use and went on to provide an overview of the team structure, smarter working initiatives, and the process stages of bringing a property back into use.

Members noted there was a focus on bringing back into use family sized accommodation and this would be diversified later in the year to include property such as flats above shops and similar.

7.30pm Councillor Aqbany left the meeting.

Attention was drawn to the data within the report, including the number of properties brought back into use and caseloads within the team and the trajectory of work. There was a brief discussion around common misunderstandings about compulsory purchase orders.

Members noted that officers also worked with colleagues in the Crime and Anti-Social Behaviour team as well as officers in regulatory services to use intelligence around rogue landlords and to identify patterns and themes of

properties linked to Crime and ASB.

Assistant City Mayor Cutkelvin commented that whilst working on the strategy it was identified that organisations needed to be better linked when it came to tackling rogue landlords and a lot of work had been carried out through the strategy board and through external partners to take a more comprehensive look at criminality within the housing sector with a view to working towards a joined up approach.

The Chair thanked officers for the report and members contributions to the discussion.

RESOLVED:

That the contents of the report be noted.

60. WORK PROGRAMME

Members of the commission received and noted the Work Programme.

There being no further business the meeting closed at 7.45pm.



Leicester
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Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 30 JANUARY 2023 at 5:30 pm

P R E S E N T :

Councillor Westley (Chair)
Councillor Chamund (Vice Chair)

Councillor Aqbany
Councillor Fonseca

Councillor Gee
Councillor Modhwadia

Pantling

* * * * *

1. APOLOGIES FOR ABSENCE

No apologies for absence had been received.

2. DECLARATIONS OF INTEREST

The Chair declared that his family were council tenants
Councillor Aqbany noted that he lived in a council property

3. DRAFT HOUSING REVENUE ACCOUNT BUDGET (INCLUDING CAPITAL PROGRAMME) 2023/24

The Chair introduced the item on the draft Housing Revenue Account (HRA) budget including the Capital Programme 2023/24 and noted that the report being considered this evening related to the proposals for next year's HRA.

The Chair noted that information on district heating, was included within the report along with other information and took the opportunity to thank the Commission for the work which had gone in to preparing the report.

The Chair further noted that, as an authority the council had invested heavily in maintaining and improving the existing homes, managing them as well and in building new homes for the people in greatest need in Leicester. Much of that spending comes from money the council get from rents, which were the lowest in the city, and lower than neighbouring authorities. At a time when inflation is over 10% the government has ordered us to keep our rent increases to seven per cent.

The Assistant City Mayor for Education and Housing noted that due to the years of austerity local authorities had been impacted and that although increasing rent rates was uncomfortable, the council took pride in being the best landlord in the city with no evictions in the last year including the delivery of vital works for tenants.

The director for Housing delivered a presentation to the Commission outlining the HRA and the Capital Programme. It was noted:

- There were £19.4million worth of pressures as a result of the rise in energy cost and inflation
- The proposal for raising the rates in district heating to address the energy crisis impacting the budget by £10.2million
- Information on the varying charges were, dependant on the number of bedrooms, from £59 a week for a bedsit to £150 for a four bedroom property. The average charge across all property types would be £99.
- If the increased cost of gas being used under the district heating network was not passed on to those who receive the service, then the cost would fall to all other HRA tenants to bear and there would be less money available for investment into the properties and estates.
- An increase in rent prices by 7% was also proposed which had been supported by the Tenants Association
- The rise in rents would affect 30% of Council tenants as the rest of the Council tenants were recipients of Housing Benefits which would cover the increases
- Rent collections were at a 99% success rates and the evictions were at its lowest with only 5 during this year
- The impact of a lower rate of increase in rent would have a dramatic effect on the HRA
- Service charges were proposed to increase at 10.1%, the rate of inflation.

Capital Programme

- £18million for affordable housing coming from 50% in loans and 50% from Right to Buy receipts
- Overall slowing down the delivery of the capital programme such as renovating bathrooms and kitchens

The Director of Housing noted that the next steps would be to take the report to OSC for consideration and then to Budget Council in February for approval.

As part of the discussions with Members, it was noted that:

- There were real concerns from residents living in council properties as there were going to be increases in all aspects of their tenancy and Members were concerned with how this would affect the level of debt following the increases
- Members suggested that the Right to Buy Scheme should be suspended as this had decreased the housing stock which was impacting the HRA and playing a part in the housing crisis

- Representatives from the Tenants Association were concerned that the properties in the New Parks Estate would be affected the most as the properties could not be fitted with meter readers
- Following the consultation meeting with the Tenants Association the representatives were in support of a lower increase of 200% to the district heating
- Members of the commission suggested that an increase of 200% would be more reasonable but were also aware of what impact this would have to the HRA
- A reduction in staffing would be from existing vacancies and that there were no intentions for service change
- The Neighbourhood Improvement Team would be 1 cohort of 10 over the 12-month period rather than 2 cohorts over the year
- That the wording in the report in regard to the issues with damp and mould be reconsidered.

The Assistant City Mayor for Housing and Education suggested that the Damp and Mould Strategy would be developed in the future to address increasing concerns in regard to the matter and work would need to address how we enable council tenants. The Chair of the Commission suggested that the commission sets up a working party to look at the issues relating to dampness and mould in houses within the city.

Members of the Commission further went on to note that, the mismanagement of central government has impacted all areas of society and that the rise in inflation was directly attributed to this and has resulted in the crisis. It was further suggested that increasing the district heating which would impact 30% of people on district heating would be a more sustainable solution rather than impacting the entire HRA which would affect 100% of tenants.

In response to Members queries in regards to alternative sources of funding by not going ahead with other projects across the city, The Director for Housing noted that it was a legal requirement that only HRA accounts are utilised.

In further discussions, Representatives from the Tenants Association noted that the increase in service charges should increase the quality of service and raised concerns with the current delivery of services where communal areas were left unclean and appointments with tenants were being missed. The Director of Housing noted that Cleaning Services was under the Director for Neighbourhoods and Environmental Services portfolio and that discussions on the best service for money were underway.

Members of the Commission took the opportunity to note that the current stock of council properties were getting older and needed regular maintenance work and this should be considered.

The Director for Housing summarised to the Commission and drew Members attention that district housing has been 35% cheaper in comparison to gas on the open market and that the new proposals would still be cheaper than that of the open market.

The Chair at his discretion allowed for Councillor Kitterick and Councillor Dawood to address the Commission. Councillor Kitterick made a statement to the Commission and raised concerns that the district heating tenants were unable to control how much heating they get and that the proposed increased rates were only for the price of hot water and gas and did not consider the cost of electric.

Councillor Kitterick further went on to propose that in line with the new price caps to come in place in April the cost should be £3000x53.7% (Gas Element of Price Cap) = £1611 up until the meters are installed over the six-month period in individual properties, following which individuals would pay according to the meter. Councillor Kitterick requested the Director for Housing to produce a financial model on how much this could cost the council if all properties that could be metered were metered by the end of September 2023. It was also suggested that this would have an impact on the HRA until the meters were fitted and would encourage the installation of the meters and that the difference in cost could be supported by delaying other projects for a year.

Councillor Dawood echoed the proposals made by Councillor Kitterick and raised concerns for residents who would have to make a choice between heating or eating.

The Chair adjourned the meeting for a minute break at 6:50pm

Following the reconvening of the meeting the Vice Chair raised concerns with the level of dept that the proposals would have and what mechanisms were in place to protect the tenants that may struggle financially. The Director of Housing noted that the Income Management Team was in place to track and intervene on any payment issues and supported tenants through any financial hardships in signposting them to the STAR Team. It was further noted that 99.6% of rent was collected and that the Officers were very effective in collecting the rent and supporting the tenants.

The Director for Housing noted that the current system had 18000 tenants that were subsidising 2400 tenants and that the proposals were fair, so that the correct rate is incurred.

In further discussions it was noted that:

- The Right to Buy Scheme was introduced by central government and that legislation was in place that did not let local authorities to control
- Tenants were entitled to do as they wish following having acquired the property through the scheme
- 2% of the current stock was void and work was being delivered to bring the properties back in use.

AGREED:

- 1) That the Director for Housing be requested to consider the average charge for tenants on the district heating system be £1,611, taking Ofgem charging limits into account

- 2) That the Director for Housing be requested to provide projections for impact of the costs to the HRA based on the £1611 charge set out above. and
- 3) That the Commission sets up a working party to look at the issues relating to dampness and mould in houses within the city.

4. ANY OTHER URGENT BUSINESS

There being no other items of urgent business the meeting closed at 7:34pm



Environmental Budget 2023/2024

Housing Scrutiny Commission: 27 February 2023

Assistant Mayor for Housing: Cllr Elly Cutkelvin

Lead Director: Chris Burgin, Director of Housing

Report Author:

Gurjit Minhas – Head of Service, Housing Division

1. Summary

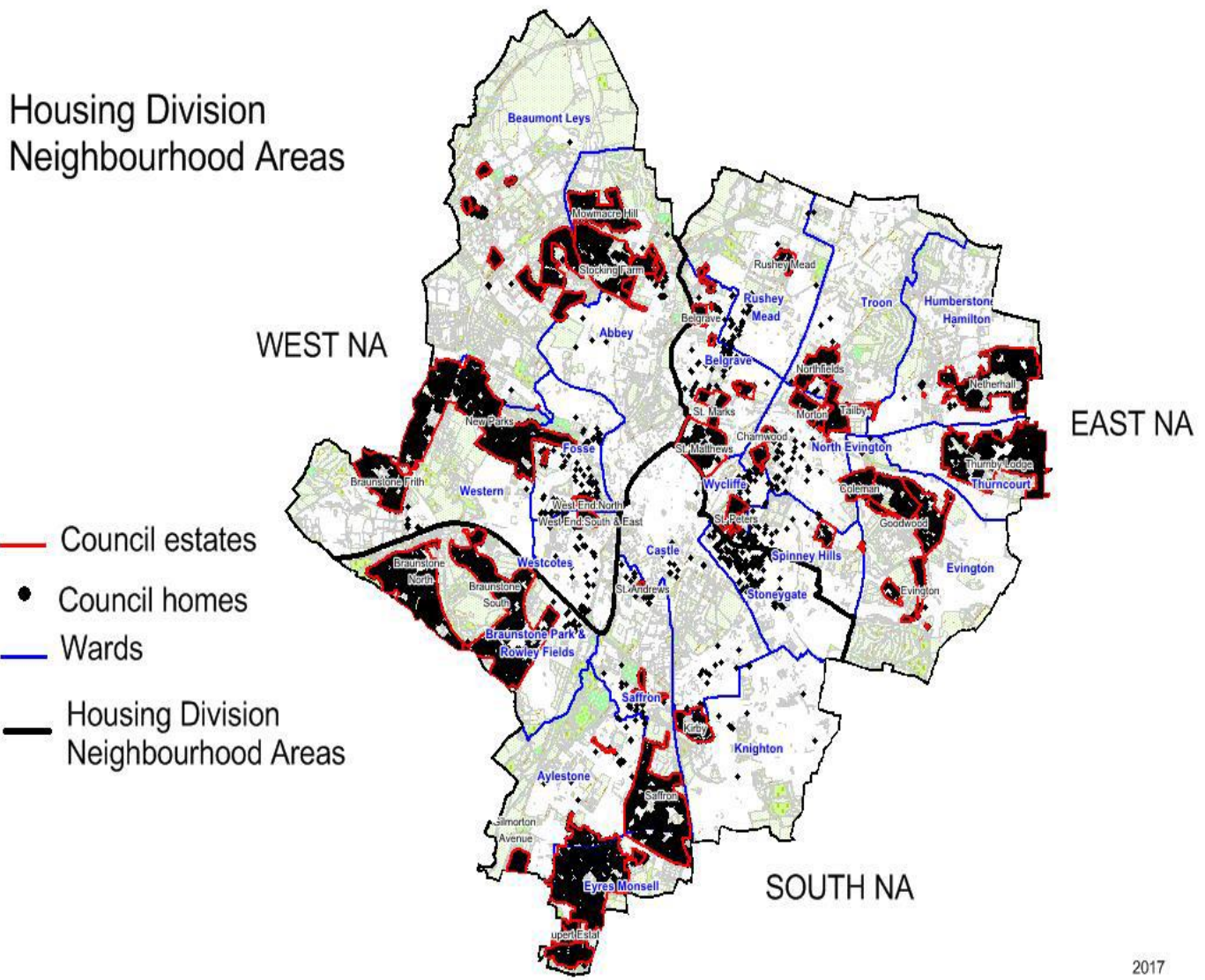
- 1.1 This report outlines how the Environmental Budget will fund improvements on estates across the city in 2023/2024. This majority of this year schemes have been proposed by ward Cllrs and the overall cost of the schemes proposed is £774,897.
- 11 schemes in the West area of the city, costing £286,647
 - 10 schemes in the East area of the city, costing £219,250
 - 8 schemes the South area of the city, costing, £269,000
- 1.2 The annual budget for Environmental Works is £750,000. The spend proposed exceeds this budget by £24,897 There is also a disparity in that the West and South districts have proposed a greater spend than the East, therefore it is suggested that a further consultation meeting be held with all Cllrs to decide on the final proposals for this year's budget.
- 1.3 There are currently pressures on the HRA Budget for 23/24, this may bring the level of available funding for the Environment Budget to **£200k**. If this happens it is proposed that ward Cllrs are contacted to explain the circumstances to them and to seek their input to prioritise the schemes for 23/24 and other schemes will be held for 24/25.

2. Background

- 2.1 Over the years the Environmental Budget has been used to invest in estates, to improve parking, green areas, 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 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. Housing staff are also involved in highlighting improvements based on their local knowledge of issues on estates and key priorities for the service.
- 2.3 Some of the initiatives for this coming year have been highlighted on estate walkabouts, at ward meetings or service requests from tenants. Consultation was carried out with ward Cllrs and opportunities provided to them to put forward proposals, Cllrs have also had overall sight of all the proposals for their district.
- 2.4 Housing staff including the Head of Service and ward Cllrs have been out on estates with the Police and CrASBU. In some areas we have carried out ASB surveys to engage with residents which have also been used to identify improvements on estates.
- 2.5 In line with our commitment to tackle the climate emergency we will ensure wherever we install or refurbish parking bays in 2023/2024, we will install electrical charging points, to encourage and facilitate the use of electric cars. The cost of the charging points is included in the cost of the individual proposals.

3. Environmental Budget Schemes:

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



2017

3.2 What we did last year - See below some of the successful schemes completed from last year's budget:

3.2.1 In New Parks, tenants and Cllr O'Donnell told us they wanted fencing on Aikman Avenue to tackle Anti – Social Behaviour. Please see the photos of work in progress and completion, this scheme cost £ 15,000.



Before



After



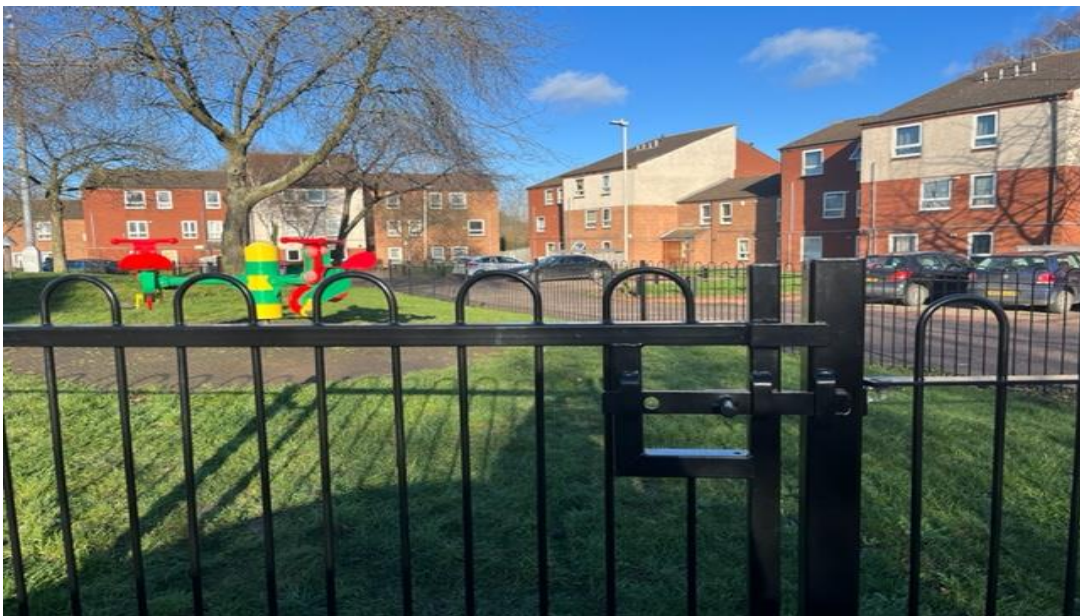
After

3.2.2 Work on Donaldson Road has been carried out to prevent major flooding and as you can see it has stood up to recent downpours! This was identified by Cllrs and Highway colleagues on an estate walk and cost £90,000.



After

3.2.3 To encourage the use of the local play area at Neston Gardens we have installed railings and gates that can be closed to keep children safe and off the roads. We also improved lighting and have realigned the CCTV cameras to improve safety in the area. This work was identified by Cllr Cutkelvin and the Police Design Out Crime Officer and cost £26,000. These improvements and joint work with CrASBU have helped to reduce ASB in the area.



After

3.4 This year's proposals:

3.4.1 In the West area of the city the following 11 schemes have been identified at a cost of £286,647:

- **Western Ward:**
 - **Crayburn House** – Replace hoppers on bin chutes - **£55,351** – This was identified by Cllr O Donnell and housing staff on an estate walk
 - **Dupont Gardens** – Continuation of security gate project – Cllrs in support - **£52,850**
 - **Liberty Road** = parking 4 spaces – identified by Tenants Association, Cllr and housing staff on estate walk - **£36,000**
 - **Comet Close** – install bollards to prevent ASB identified by Cllr Waddington - **£3,615**

- **Fosse Ward**
 - **Flora Street** – Install metal gates, following tenant request and Cllr Cassidy on an Estate Walk - **£4,411**

- **Westcotes Ward**
 - **Westend estate locations** – Wild-flower planting to replace overgrown shrub areas identified by Cllr Russell on patch walk - **£2,500**

- **Abbey Ward**
 - **Thurcaston Road** – knee rails, all ward Cllrs supportive - **£9,135**
 - **Mottisford Road** – Clear area, tree stumps, brambles, slab path and grass area – Cllrs are supportive - **£4,995**

- **Beaumont Leys Ward:**
 - **Portmore Close** – Remove wood cladding and replace with new UPVC cladding, all ward Cllrs supportive - **£104,000**
 - **Portmore Close** - Paint all internal area, including drying rooms and ceilings, all ward Cllrs supportive - **£4,340**
 - **Portmore Close**- Grounds Maintenance, all ward Cllrs supportive - **£9,450**

3.4.2 In the East Area of the city, the following 10 schemes have been identified, costing: £219,250

- **Belgrave Ward**
 - **Linford, Bath, Bernards and Jackson Street** - Deep clean internal communal areas requested by residents **£650**

- **Evington Ward**
 - **Radstone Walk** courtyard development and clearing of shrubbed area identified by Cllr Hunter, Cllr Khan, Cllr Bajaj and housing staff on estate walk **£3,000**

- **Wycliffe Ward and Belgrave Ward**
 - **St Matthews/St Marks** – general estate improvements to shrubbed area, pigeon spikes, bay marking, reallocating recycling bins – identified with Cllr Chamund and housing staff on a patch walk in September 22 - **£15,000**
 - **St Matthews/St Marks** – paint bin rooms and communal areas – Identified by Cllrs following estate walk in October 22 - **£20,000**
 - **St Matthews/St Marks** – CCTV installation to tackle fly tipping and anti-social behaviour. This was identified by the tenants and residents’ association and housing staff - **£25,000**
 - **St Peter’s** - Shopping Precinct Car Park renovation, identified by Cllr Aqbany and Cllr Dawood- **£20,000**

- **Thurncourt Ward**
 - **Bowhill Grove** – Painting blocks - **£6,150**
 - **Kirminton Gardens** – Carparking 12 spaces charging points initially identified by Cllr Aldred and Cllr Gee, this proposal is still under discussion - **£120,000**

- **North Evington Ward**
 - **Willowbrook Road** – Painting blocks - **£6,150**

- **Rushey Mead**
 - **Bath Street** - install fencing - requested by tenants and Cllrs to address anti-social behaviour- **£3,300**

3.4.3 In the South area of the city the following 8 schemes have been identified costing £269,000

- **In all wards for the South Area:**
 - **Estate Landscape team - £135,000** - on a trees and shrubs team to carry out works to tidy the estates and cutback trees not in the current maintenance contract, including Gilmorton. This is a continuation of the project identified by District Manager Nick Griffiths. All ward Cllrs are in support of this initiative
 - **Community Food Growing Pilot - £5,000** - this is part of a city wide initiative extension of last year’s project - supported by Cllr Vi Dempster
 - **Saffron, Braunstone Eryes Monsell** - Bungalow external PIR lighting - **£10,000** - Supported by Cllr Clarke and Cllr Pickering

- **Saffron Ward**
 - **Neston Gardens** - ball court, upgrade shelter, pathway to Kingfisher Park – identified with Cllr Cutkelvin and Police Design out Crime Officer - **£45,000**

- **Eryes Monsell**
 - **Hillsborough Close, Hebden, Sonning** - Featherstone Road Bins and Bases – Supported by Cllr Pickering and Pantling - **£34,000**
 - **Caversham Road** – Verge hardening, identified by Cllr Pantling - **£15,000**

- **Braunstone**
 - **Hockley Farm Road** – Removing planters and replacing with bollards- supportive – identified by Cllr Barton and Friends of Highways and Spinney **£10,000**

- **Aylestone Ward**
 - **Gilmorton** – Improvement to flat areas and bike stores identified by, **Cllr Clarke, £15,000**

4. Other Housing Estate Improvement Work

- 4.1 The Neighbourhood Improvement Team helps to bring people back into employment, by offering 6 to 12-month work placements. The team works across the city carrying out work such as clearing communal garage sites, edging path and walkways, cutting back overgrown trees, hedges and bushes that can be a hazard in public areas.
- 4.2 At the request of housing officers, the team will clear and tidy gardens of vulnerable tenants who are unable to do it themselves.
- 4.3 The Housing Division also contribute over £900,000 towards the estate warden service. Teams work on housing estates across the city clearing rubbish, fly tipping and maintaining the estates to keep them tidy.
- 4.4 In the East of the city the City Mayor has committed to invest £5m over three years to carry out work to improve the public realm on the St Matthews and St Peters estates. We have employed a dedicated Green Team and estate wardens to maintain both estates.
- 4.5 We are working closely with the Wycliffe ward Cllrs and the Tenants and Residents Associations on both estates and closely involving them on all stages of the work. In St Matthews we have completed a £1.2m project to transform court yards, improve parking and created safer spaces. The scheme, focusing on Ottawa Road and the corner of Edmonton Road, involved removing old brick garages and bin stores and replacing them with new parking bays, new street lighting and railings. Landscaping in communal areas is also planned to help improve the overall appearance.



After



After

- 4.6 On St Peters we have commissioned final drawings that will be used to carry out costings for improvements to the central space and court yards. We have already improved access to courtyards for residents in some of the upper floor blocks. Planning permission has been submitted to demolish garages which will be replaced with improved parking facilities for residents on the estate. We are also bidding for further funding to improve the ball court so that it can be used for recreational purposes by more tenants and residents.

5. Financial, legal and other implications

5.1 Financial implications

The total cost of the schemes identified within this report is £775k. The draft HRA Capital Programme for 2023/24, however, includes a sum of only £200k for Communal and Environmental work, therefore, a review is required to revise the list of improvements to fit within the proposed budget of £200k.

Julie Robinson -Accountant

5.2 Legal implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation) - 371435

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 lighting, 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. A number of the schemes could also have a positive impact, including through enabling local food growing and providing EV car charging points which will enable lower carbon travel.

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 2023/2024.

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 a range of protected characteristics, such as the provision of additional parking including disabled parking bays, cutting back of shrubs and trees and tackling anti-social behaviour.

Sukhi Biring, Equalities Officer, 454 4175

Report to Housing Scrutiny Commission

Repairs and Maintenance Service (including Gas and Voids functions) 2022-2023 part-year performance update report

Housing Scrutiny Commission: February 2023

Lead Member: Councillor Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Kevin Doyle and Samuel Taylor, Head of Service
- Author contact details: 0116 4545415, 0116 4540674
- Report version number: - V1 - Draft

1. Summary

1.1 The purpose of this report is to provide an update on the performance of the Division's Repairs and Maintenance service, which includes the Voids and Gas functions. Please note that this is an update report and not a full year report and all figures quoted are from 01/04/2022-31/01/2023 (Period 1 to Period 10). The full year report will be published later in 2023.

1.2 The report will also provide the Commission with an update on progress made following the last report in August 2022, as well plans about the implementation of service improvements that will drive improved performance into the future.

2. Recommended actions/decision

N/A

3. Scrutiny / stakeholder engagement

N/A

4. Background and options with supporting evidence

4.1 The repairs and maintenance team is made up of the following: general repairs, gas and communal heating, voids, and stores. Each team plays a crucial role in ensuring that we can provide quality and cost-effective services to the 19,707 council properties and the 1,600 leaseholder properties.

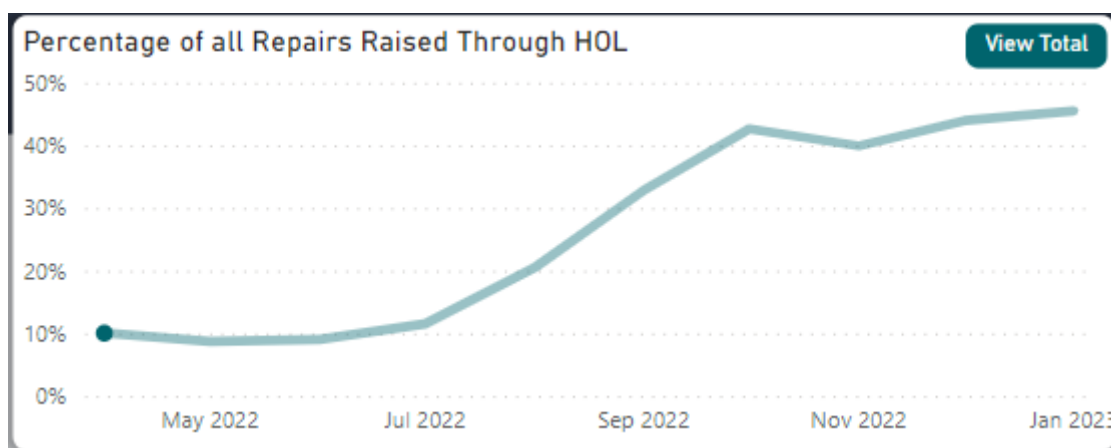
4.2 The primary channel of access to the repairs and maintenance team for non-essential repairs changed in 2022, with the move to Housing Online for most of our residents. Additional support has been provided for those who cannot access online services. For all essential repairs, the primary point of contact remains with the Customer Service Centre (CSC) via the Tenants Advice and Repairs Line on 0116 4541007 (Option one) between the hours of 08:00-16:00, Monday to Thursday and 08:00-15:30 Friday. We also provide an emergency repairs service (ERS) outside of normal working hours, from 16:00 Monday to Thursday, and 15:30 Friday, and all weekend, via the Emergency Repairs Line 0116 2549439.

4.3 The move to the Housing Online platform for tenants to report their non-essential repairs has resulted in a reduction in the calls received by the CSC, down from 88,431 calls in 2021-22 (P1 to P10) to 74,876 during the same period in 2022-23. However, it is worth noting that this change only came into effect in September 2022, so we are expecting a much bigger reduction in 2023-24.

4.4 Our outsourced Emergency Repairs call handling service received 13,010 calls via the Emergency Repairs Line during the period April 2022 to December 2022. Whilst this is an increase of 1,044 calls when compared to the same period in 2021-22, it should be noted that from October 2021, the ERS call handling service started taking calls from 4.00pm rather than 6.00pm each evening. Despite this, we continue to see a reduction in the total number of jobs completed on the ERS.

4.5 Since 1st April 2022 there has been 12,200 repairs in total reported through Housing Online from the 8,061 registered users. The total number of registered users has increased by almost 3,000 from April 2022. Leicester City Council staff have also responded to over 4,500 Housing Online enquiries, negating the need for residents to call through to the CSC.

4.6 Tenants who experience difficulties in using Housing Online are supported to ensure that they are still able to report their repairs. Those who are assessed to be digitally excluded, so unable to report their repair through Housing Online, are still able to report repairs in the usual way via the CSC.



4.7 There has been a total of 6,155 customer satisfaction surveys returned, of which 92% were satisfied with the service provided.

4.8 We are still continuing to see normality resume following the Covid-19 pandemic; however, we are projected to see a slight decrease in the number of jobs reported.

- 88,265 total repairs reported during 2021-2022, with 85,703 completed.
- 64,930 year to date reported repairs, with 63,097 completed.

4.9 Based on this we are projected to see 86,573 repairs reported and 84,129 completed.

4.10 As we continue to see the cost of materials and general running costs increase by up to 30%, we are seeing a direct correlation with the average cost of repairs, which has increased from £101.32 in 2021-2022 to £112.23 this year.

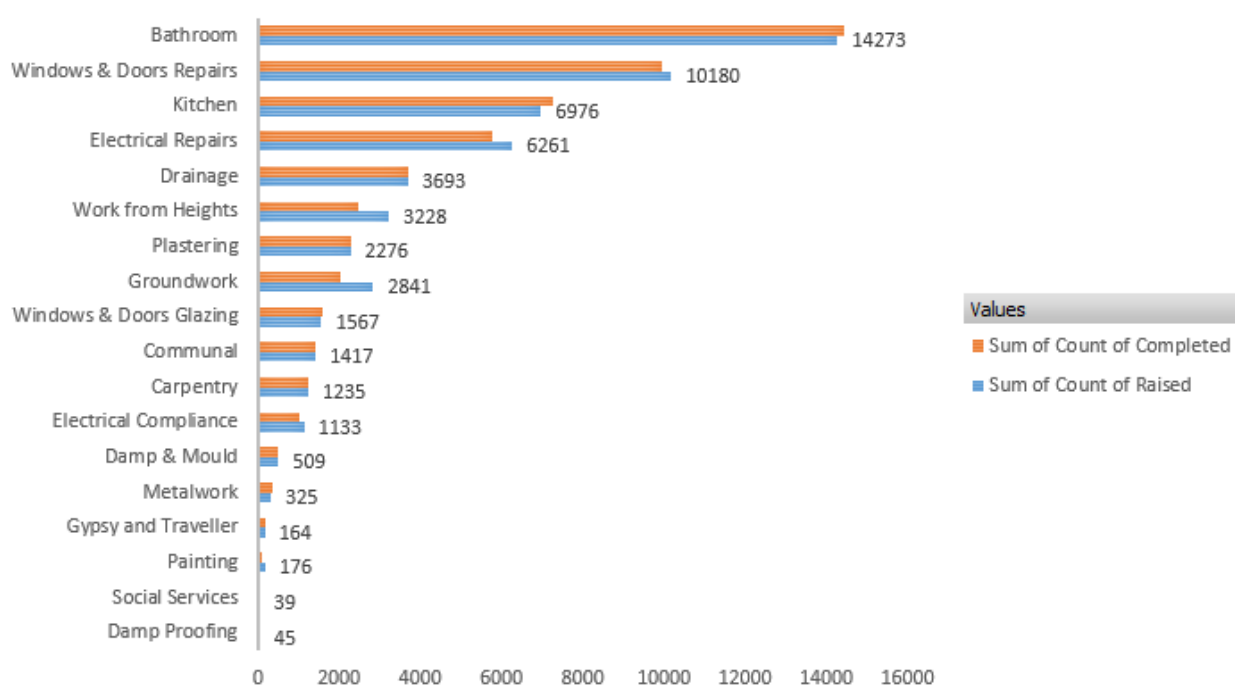
4.11 The backlog of outstanding day to day repair work, excluding gas repairs, currently sits at 8,657 jobs. This compares to 6,285 jobs that were outstanding in March 2020 (prior to the pandemic). The difference of 2,327 jobs represents just over 1.5 weeks of average repair demand, with an average of 1,400 new repairs being raised each week. The

number of outstanding jobs (excluding gas repairs) that are out of category has reduced from 1,965 at the end of 2021-22 to 1,555 currently.

4.12 We reported in August 2022 concerns around our resourcing levels and struggles to recruit; so, it is pleasing to share that we have really focused on our recruitment strategy, and we are making significant progress, particularly with our critical posts. We currently have 23 craft vacancies, a reduction from 39.2 and have more interviews arranged in the coming weeks.

5. General Repairs

5.1 So far this year we have completed 54,439 repairs (excluding gas and voids), again, this is projecting a decrease when compared to 2021-2022. The breakdown of repairs is as follows:



5.2 Our key performance indicators year to date:

Indicator	Direction of travel (DOT)	2019-20	2020-21	2021-22	2022-23
Percentage of repairs completed at first visit (excludes external works)	Higher is better. Target is 90%.	77%	83%	78%	77%
Number of repairs which are out of category (excludes Gas and Voids)	Lower is better. Target is 300.	*721	*912	*2159	**1555

Percentage of repairs completed within target time	Higher is better. Target is 92%	83%	96.0%	87%	83%
Percentage of repairs reported where a complaint has been received	Lower is better. Target is <0.5%	0.1%	0.01%	0.10%	0.03%

*Snapshot at year end

**Snapshot 31/01/2023

6. Reports of Damp and Mould.

6.1 During the year, we have seen an increased awareness and concern from tenants relating to damp and mould issues within their property. Some of this heightened awareness has been driven by increased media coverage of cases in other parts of the country. This has resulted in a significant increase of around 70% in the number of reported repairs related to damp and mould over the last year.

6.2 In recognition of the dangers which come with damp and mould, the Housing Division is working closely with our Corporate colleagues to develop a strategy outlining how we can improve support for residents in council accommodation, as well as those in the private rented sector.

6.3 Purely from a Repairs and Maintenance perspective, we have moved additional resources to help undertake damp and mould repair work and we are also working closely with our colleagues in Technical Services to explore new materials and technologies to assist with prevention, detection, and eradication.

7. Rats Taskforce

7.1 Following a successful trial in the St Mathews area, further improvements have been made to the 'RATS taskforce', including closer collaboration with Neighbourhood and Environmental Services, to focus resources across the city to deal with the high numbers of infestations being reported in tenant's homes.

8. Gas and Heating Services

8.1 So far during 2022-23, there has been a total of 14,300 gas and communal heating repairs completed, this is on course to end the year with a similar total to 2021-22, which was 16,858. Meaning the previously declared 7.4% reduction (pre-covid) in the last report remains consistent.

8.2 Within this reporting period there have been a total of 15,300 Annual Gas Safety Visits completed.

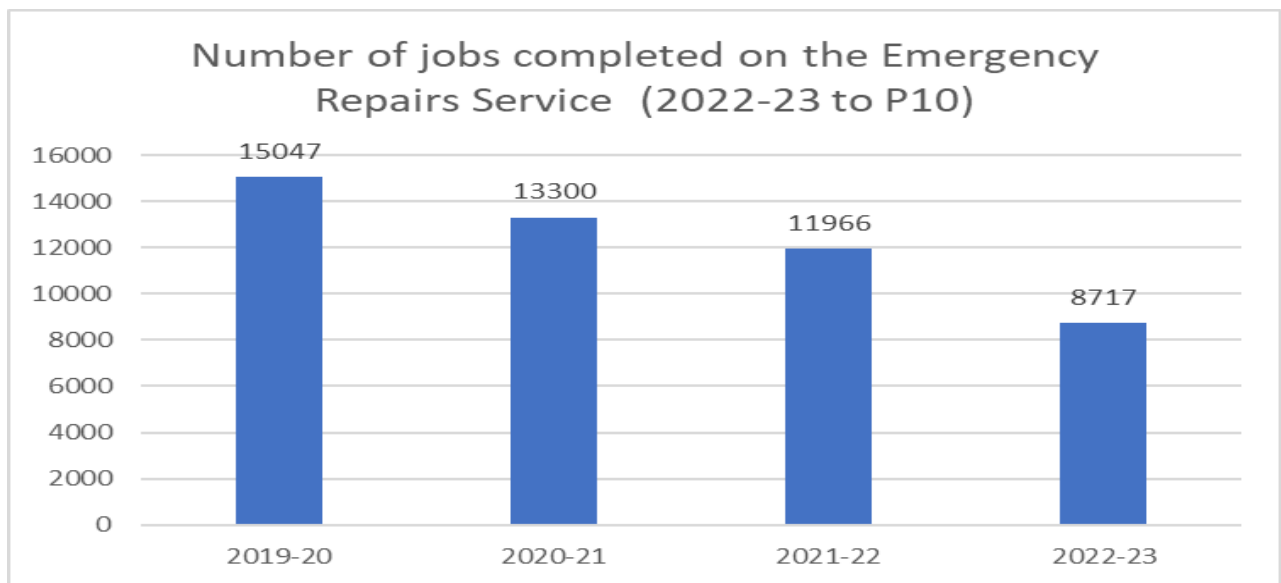
8.3 Below is a table outlining the main KPIs we use to measure the performance of the Gas and Heating Services team:

Indicator	DoT	2019-20	2020-21	2021-22	2022-23
Annual Service Visit compliance percentage	Higher is better. Target is 100%	99.99%	99.17%	99.94%	99.26%
Percentage of gas repairs completed at first visit	Higher is better. Target is 90%.	74.8%	79.8%	70%	70%
Number of gas repairs which are out of category (snap	Lower is better. Target is 0.	*843	*0	*590	*616
Percentage of repairs completed within target time	Higher is better. Target is 92%	91.5%	98.6%	91%	84%

*Snapshot at 31/01/2023

9. Emergency Repairs Service

9.1 The number of emergency repairs we carry out continues to fall as we improve the efficiency of the service. This year to date we have completed 8,717 jobs, which is on target to show a further reduction by year-end on the previous year.



9.2 During this period, Pinnacle received 13,010 calls to report an emergency repair outside of normal working hours. However, not all of these calls met the emergency call-out criteria and were allocated an appointment during usual operating hours, this equated to around 42% of all calls received by Pinnacle.

9.3 During 2022, an audit of the ERS was carried out by the Internal Audit Service, and improvement actions were incorporated into an improvement plan to further improve the management and efficiency of the ERS.

10. Improvement actions underway in 2023 to drive improved performance

10.1. In August 2022, we updated the HSC on the improvement actions being implemented to drive improved performance within the service. This section provides an update on those improvement actions and new improvement actions identified as we deliver our services.

10.2 Housing online (HOL)

10.2.1 The team continue to focus on improving the tenant's experience when using Housing Online, including targets being set for responding to enquires made through Housing Online within 72 hours of receipt.

10.3 Schedule of Rates (SOR's)

10.3.1 During 2022 we started implementing the National Federation of Rates into our repairs system. These are more commonly referred to as a schedule of rates (SOR's), which are widely used by other local authorities and housing associations. These provide a standard measurement of labour time for various repair tasks undertaken. This will enable more effective planning of resources, leading to improved productivity.

10.3.2 The SOR's have now been input into the Housing system and we are carrying user testing before rolling out into the business. We aim to have this embedded into the business during 2023.

10.4 Voids Improvement Project

10.4.1 Following on from the Voids Service Analysis in 2022, a Voids Improvement Plan has now been developed and a dedicated Project Manager has been appointed. We are working on delivering the improvements identified within the first phase of the improvement project.

10.4.2 As part of the Voids Improvement Project and following a request at HSC in August 2022, we are currently undertaking a 'void work on occupation' trial, more locally known as 'tenant in void'. We will be providing a more detailed update within our year end performance report in August 2023.

10.5 Stores Managed Service Procurement

10.5.1 In the summer of 2022, the procurement exercise for the managed service stores provider was stalled due to the last remaining tenderer announcing their decision to withdraw from the procurement exercise. The current market volatility, availability of a suitable site, and inflationary pressures were the main the reasons given for their decision.

10.5.2 A new stores operating model has now been approved, which will retain the current 'in-house' solution, but with a number of improvements to make it more efficient. Those improvements include:

- The procurement of a new 'single-supplier' framework agreement to provide a 'one-stop-shop' for all our core materials requirements delivered more frequently into our Stores facility at 88 Leycroft Road.

- The investment in a new stores Inventory Management System (IMS) to better control the supply chain from ordering through to issue to our craft staff.

10.5.3 With these improvements in place, we aim to reduce the amount and value of stock held within our Stores at any one time, improve our buying power to secure the best possible prices from our chosen supplier, and deliver an improved quality service to the staff carrying out repairs in our tenants home.

10.6 Enhanced letting standard.

10.6.1 So far this year we have completed our new enhanced letting standard to 30 properties for tenants leaving care or homelessness. This has been extremely well received and helps our new tenants through their transitional period. The pictures below illustrate the enhanced letting standard.





10.7 Housing Digital Assistance Officers

10.7.1 During 2022, we successfully recruited into the 4 new posts of Housing Digital Assistance Officers, to embed new ways of working even further.

10.7.2 This new role will help us to deliver new services, such as our remote assistance offer, where we connect to the tenant's smart phone in real time to triage reported repairs and ensure they are properly prioritised. This video call may also provide an opportunity to provide guidance and support in resolving the reported repair at that time, and where this is

not possible, surveying the further work required and ordering materials without the need for a physical visit by one of our craft staff.

10.7.3 Both the remote assistance technology and the new posts provide the repairs service with further opportunities to bring more services 'online', including offering those services outside of the traditional hours of work, further improving the operational efficiency and quality of the service we offer to our tenants.

10.8 Drones

10.8.1 A project is currently being undertaken by our roofing team to ascertain the feasibility of utilising drone technology to enable inspections to our hard-to-reach structures across the city. This will provide tenants with a quicker service and reduce the amount of scaffold being used at any given time. The use of drones is also a much safer way for our teams to carry out surveys by reducing the amount of time that they are working from heights. A further update will be provided within our end of year report.

7. Background information and other papers: N/A

8. Summary of appendices: N/A

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

10. Is this a "key decision"? If so, why? No

Update Report

Who Gets Social Housing 2021 - 2022

Lead Member Briefing: 9th January 2023
Housing Scrutiny Commission: 27th February 2023

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

Useful information

- Ward(s) affected: All
- Report authors: Justin Haywood, Homelessness Prevention & Support
- Author contact details: justin.haywood@leicester.gov.uk
- Report version number: 1

1. Purpose

- 1.1. This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.
- 1.2. The report deals with the period starting 1st April 2022 and ending 30th September 2022.

2. Headline data from the Housing Register

2.1. Overall number of households on the Housing Register

- 2.1.1. The number of households on the Housing Register has increased by 5% from 6053 on 01/04/2022 to 6383 on 01/10/2022.

2.2. Banding proportions

- 2.2.1. Band 1 applicants account for 16% (1052).
- 2.2.2. Band 2 applicants account for 39% (2462) of all households on the Housing Register.
- 2.2.3. Band 3 applicants account for 45% (2869) of all households on the Housing Register.

2.3. Primary reasons for joining the Register

- 2.3.1. Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 60% (3846) of the register.
- 2.3.2. Following a Summer 2019 Policy change, there are now three levels of banding priorities for overcrowding, rather than the original two. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately. Although this results in a fairer system, and a Policy more capable of allocating housing by level of need, the change did have a consequent negative impact on those remaining in Band 2, who now experience longer waiting times.
- 2.3.3. The following information summarises the differences between priorities:
 - Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 1988, or otherwise exceeding the property's maximum occupancy levels.

- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria, but is acknowledged within LCC's Allocations Policy as severe – generally those lacking 2 bedrooms or more, or families living in 1-bed flats.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe, but is acknowledged within LCC's Allocations Policy as causing potential housing difficulties – generally those lacking just one bedroom.

2.3.4. People who are homeless or threatened with homelessness accounts for 21% (1345) of all households on the Housing Register.

2.3.5. More detailed information on reasons for joining the housing register can be found at Appendix 1 - Households on the Register by Band & Priority as at 01/10/2022.

2.4. Housing demand vs. Housing Need

2.4.1. Housing demand and housing need are different.

2.4.2. Housing need is driven by population growth and various socioeconomic factors, and is measured by the Local Authority in terms of circumstances. These circumstances are then assessed, and priority is awarded on the housing register depending on the level of housing need.

2.4.3. Housing demand includes housing need as a driver, but other drivers exist. Housing demand is also driven by preference, for example wanting to live in a certain area of the city. This can subsequently drive up waiting times in that particular area. Preference is a key element of Leicester City Council's Housing Register, as we operate a choice-based lettings scheme, allowing applicants to bid on properties as they wish (with the exception of those priorities that require auto-bidding due to urgency).

2.4.4. In Leicester, information indicates the following:

Type of accommodation (i.e. house, bungalow, flat, maisonette)

- Need for all types of accommodation is high, and significantly outstrips supply.
- When looking at family-sized housing, houses have higher demand than maisonettes and flats, leading to lower average waiting times for the latter.

Adapted accommodation

- Need for adapted accommodation outstrips supply significantly. Work is ongoing to analyse this and determine how we can increase supply.

Size of accommodation

- The highest size-need is for 2-bedroom accommodation which accounts for 33% of total need.

Area of accommodation

- Housing need in all areas of the city is high, needs are highest in Troon Ward and Eyres Monsell Ward where the highest proportion of people on the housing register are awarded the highest priority (Band 1). Lowest need is in Stoneygate Ward and North Evington Ward, with the lowest proportion of people on the housing register awarded Band 1.
- Housing demand shows us a different picture. By comparing various data sets we can reliably conclude that demand for housing in Belgrave, North Evington, Wycliffe, and Stoneygate Wards is highest, despite housing need in those areas being relatively low in severity. Evidence from customer interactions backs up this conclusion, and also suggests that those currently living in those areas prefer to remain there if possible, and will wait longer on the register in order to do so, potentially leading to the high number of ongoing applications in those wards.
- Supply (lets) across the city is disparate, with the north-west seeing high numbers of lettings, as well as pockets in the south and south-west. With the exception of Evington, lets in the east of the city are much lower, with the lowest being seen in Rushey Mead Ward. Supply in various wards can be affected by a number of factors but is primarily driven by the level of Council stock in the area, and the frequency with which tenants leave accommodation.

Landlord preference

- Demand for Council tenancies is higher than Housing Association tenancies, which are also available through the Housing Register. This leads to marginally lower average waiting times for the latter.

2.5. Other observations

2.5.1. Social Housing tenants (Leicester) account for 23% (LCC tenants 939, 15% & RSL tenants 533, 8%) of all households on the Housing Register.

3. Lettings Headline data

3.1. Overall number of lettings

3.1.1. The number of lettings in the last 6 months (545) has relatively remained the same as the preceding 6-month period (557).

3.2. Which applicants are achieving the lettings?

3.2.1. Of all lettings in Q1/2 2022/2023;

- Band 1 accounted for 73% (399) of all lets in the last 6 months and 96% of all lets of family size accommodation (2 bedrooms or more). This is symptomatic of the increased pressure on the housing register from homelessness and other critical and urgent housing needs, combined with a lack of corresponding supply.
- Band 2 accounted for 21% (115) of all lets, although there were only 2 family-sized lets to Band 2 families seeking general needs accommodation in the last 6

months. This has resulted in longer waiting times for Band 2 families with an average waiting time of over 48 months for 2- and 3- bedroom accommodation in Band 2.

- Band 3 accounted for 6% (31) of all lets but it should be noted that approximately half these were allocations of Sheltered Housing, which is under less demand. Band 3 applicants have the lowest assessed housing need, and will generally not have success on the Housing Register for general needs housing, and are advised to seek other housing options.

3.2.2. 279 (51%) of all lettings were for households who became homeless or were at threat of homelessness.

3.2.3. New Parks had the most lettings (49) in the last 6 months followed by Beaumont Leys (42) and Eyres Monsell (40).

3.2.4. More detailed information on lettings can be found at Appendix 2 - Lettings by Priority for the 6-month period 01/04/2022 – 30/09/2022, and Appendix 3 - Lettings by Area for the 6-month period 01/04/2022 – 30/09/2022.

3.3. Time taken to achieve an offer of accommodation

3.3.1. Please note that where the charts below state a number, the number indicates the average time, in months, to achieve an offer during the period for applicants who are regularly bidding and exploring all available options across the whole city. Amount of time spent on the register is highly dependent on the applicant’s activity and choices. As such, waiting times increase as a result of lower bidding activity and/or activity that is focused on particular areas of the city, or particular property types.

3.4. Waiting times for ‘General Needs’ properties

3.4.1. For properties that were not directly allocated, the current average waiting times for Band 1 families seeking general needs accommodation¹ is as follows (shown in months):

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1				
House / Maisonette	*	10	9	10
Bungalow	6	18	*	*
Flat	5	7	*	*
Bedsit	2	*	*	*
Sheltered	1	*	*	*

* Indicates that no offers were made for this type/size/band combination during period

¹ General needs properties are known as Cat C properties, and are defined as those that do not have any significant adaptations installed.

3.4.2. This has remained relatively steady compared to preceding periods, with moderate increases for 2-beds, which are under the highest pressure. Increases are attributed primarily to declining LCC stock numbers, with a lack of family homes in particular - 47% of lets in this period were 1-bed accommodation. In addition to this, direct allocations to households in urgent and critical need mean a lower number of available lets to others on the housing register, leading to longer waiting times.

3.4.3. For general needs properties that were not directly allocated, the current average waiting times for Band 2 households within 2021/2022 were (shown in months):

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 2				
House / Maisonette	*	*	56	*
Bungalow	10	*	*	*
Flat	23	*	*	*
Bedsit	17	*	*	*
Sheltered	3	*	*	*

* Indicates that no offers were made for this type/size/band combination during period

3.4.4. This has seen an increase compared to the preceding period. This is attributed to the same reasons as cited in 3.4.2., in addition to 2019 policy changes which placed more households with critical needs into Band 1, giving Band 1 a proportionately larger pull on lets.

3.5. Waiting times for Wheelchair Accessible Accommodation²

3.5.1. For wheelchair accessible properties that were not directly allocated, the current average waiting times for households within 2021/2022 were (shown in months):

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	31	32	60	52	31
BAND 2	*	*	*	*	*
BAND 3	*	*	*	*	*

* Indicates that no offers were made for this type/size/band combination during period

3.5.2. This has seen an increase compared to the preceding period, especially where 1-bedroom accommodation is concerned, which has tripled in time. This is attributed to a supply and demand issue that is being actively addressed through development of an Adaptations Strategy. The Strategy, led by Housing Development, will look at how we can better meet adapted demand with our existing stock, and any new stock we acquire.

² Known as Cat A accommodation, and defined as being fully adapted for wheelchair users, which would include widened doorways.

3.6. Other Adapted Accommodation³

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	6	7	22	*	*
BAND 2	8	20	26	*	*
BAND 3	*	*	*	*	*

* Indicates that no offers were made for this type/size/band combination during period

3.6.1. Waiting times for this type of accommodation have largely reduced compared to the preceding period, but it should be noted also that there were no lets at all to those in Band 3, which differs from the preceding period.

3.7. Ground Floor Accommodation

3.7.1. Known as Cat G accommodation, and defined as being a property all on the ground floor, or having facilities on the ground floor that would make it suitable for someone unable to use stairs.

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	3	16	69	*	*
BAND 2	9	*	*	*	*
BAND 3	*	*	*	*	*

* Indicates that no offers were made for this type/size/band combination during period

3.7.2. This has remained steady or improved for 1bed accommodation, but increased for family sized accommodation.

3.8. Housing Association & HomeCome Lettings

3.8.1. Lettings to Housing Associations and HomeCome accounts for 133 (24%) of all lettings in the last 6 months. This compared to 125 (22%) of all lettings for the preceding 6 months.

3.8.2. PA Housing was the largest provider with 60 (45%) of the lets with Nottingham Community the next highest provider with 15 lettings (11%).

3.8.3. There were 116 lettings to private landlords via the Housing Options Private Rented Sector Team, putting us on track for approx. 230 lettings within a 12-month window. This would be an increase of around 20% compared to the previous year. This is mainly due to an increase in the confidence of private landlords to let properties following the easing of rules imposed by the government during the pandemic to prevent homelessness, combined with the improved Landlord Incentive Schemes launched in July 2021, and the continued engagement with landlords via Forums.

3.9. Direct Allocations

³ Known as Cat B accommodation, and defined as being significantly adapted, for example having a Level Access Shower in situ.

- 3.9.1. Leicester City Council's Housing Allocations Policy allows for direct allocations of housing to be made to applicants whose circumstances merit priority rehousing on the basis of managing risk, emergencies, and best use of stock.
- 3.9.2. The number of direct lettings accounts for 24% (131) of all lettings for the past 6-month period. This is relatively unchanged to the number in the preceding 6-month period.
- 3.9.3. Direct lets to homeless households (or households at risk of becoming homeless within 56 days) accounts for 36% (109) of total direct lettings.

4. Summary of appendices:

- 4.1. Appendix 1 - Households on the Register by Band & Priority and as at 01/10/2022
- 4.2. Appendix 2 - Lettings by Priority for the 6-month period 01/04/2022 – 30/09/2022
- 4.3. Appendix 3 - Lettings by Area for the 6-month period 01/04/2022 – 30/09/2022
- 4.4. Appendix 4 - Customer Information Dashboard

5. Is this a private report? No

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

Households on the Register by Band & Priority and as at 01/10/2022

	1	2	3	4	5	6	7	8	9	Total
	Bed	Bed	Bed	Bed	Bed	Bed	Bed	Bed	Bed	
BAND 1	254	359	264	102	60	12	1			1052
Compulsory Homeless		1								1
Harassment	6	18	6	3	1					34
Management Case	20	8	4	3	1					36
Medical	71	78	75	36	12	1				273
Priority Under-occupation	64	4	1							69
Referred Case	1	8	1	3	1					14
Statutory Overcrowding	2	53	69	31	30	8				193
Statutory Homeless	48	184	108	26	15	3	1			385
Young Person Leaving Care	42	5								47
BAND 2	771	915	384	247	106	33	4	1	1	2462
Care package ASC	27	1								28
Leaving Armed Forces	2	2								4
Leaving Residential Care	10	1								11
Medical	105	121	178	70	14	5				493
Overcrowded Families in 1 Bed	3	513	94	8	2					620
Severe Overcrowding	1	8	34	151	88	28	4	1	1	316
Statutory Homeless	332	212	59	15	1					619
Temporary Accommodation	291	41	7	2						341
Under-occupation		16	12	1	1					30
BAND 3	900	842	890	216	20	1				2869
Sheltered Housing Only	85		1							86
Adult Leaving Care	1									1
Medical Care + Support	25	21	9	1	1					57
Overcrowding - Non tenant	764	618	126	25	7					1540
Overcrowding - Tenants	23	201	752	189	11	1				1177
Right to Move		1								1
Workplace Move	2	1	2	1	1					7
Grand Total	1925	2116	1538	565	186	46	5	1	1	6383

Lettings by Priority for the 6-month period 01/04/2022 – 30/09/2022

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	Total
BAND 1	120	131	136	12	-	399
Compulsory Homeloss	1	1				2
Harassment	3	11	6			20
Management Case	13	4	5			22
Medical	26	9	10	2		47
Priority Under-occupation	7	1	1			9
Referred Case			2			2
Stat Overcrowding	2	33	34	2		71
Statutory Homeless	53	71	78	8		210
Young Person Leaving Care	15	1				16
BAND 2	106	5	4	-	-	115
Care package ASC	6					6
Leaving Armed Forces	1					1
Leaving Residential Care	4					4
Medical	26	2	3			31
Overcrowded Families in 1 Bed		2	1			3
Statutory Homeless	31					31
Temporary Accommodation	38					38
Under-occupation		1				1
BAND 3	28	2	1	-	-	31
Sheltered Housing Only	13					13
Medical Care + Support	1					1
Overcrowding - Non Tenant	14	2	1			17
Grand Total	254	138	141	12	-	545

Lettings by Area for the 6-month period 01/04/2022 – 30/09/2022

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	Total
Abbey Rise	6	5	1			12
Ashton Green						-
Aylestone	3	6	1			10
Beaumont Leys	20	12	9	1		42
Belgrave / St Marks / Rushey Mead	17	7	13	2		39
Braunstone Frith /Kirby Frith	15	7	8			30
Braunstone North	9	3	17	2		31
Braunstone South / Rowley Fields	19	4	14	1		38
Charnwood	6	4	3			13
City Centre	9	2		1		12
Clarendon Park	1					1
Coleman Road / Tailby / Beatty Ave	1	3	3			7
Evington and Goodwood	16		2			18
Eyres Monsell	13	12	15			40
Hamilton			1	1		2
Highfields	13	7	3			23
Humberstone Village						-
Knighton	4	5				9
Mowmacre Hill / Stocking Farm	8	5	4			17
Netherhall	3	7	3			13
New Parks	17	13	17	2		49
Rowlatts Hill	11	5				16
Saffron / Montrose	9	11	12	1		33
St Andrews / Bede Island	8	2	1			11
St Matthews	8	12	2			22
St Peters	7	1	2			10
Thurnby Lodge	13	1	5			19
West End	9	4		1		14
West Humberstone / Victoria	9		5			14
Grand Total	254	138	141	12	-	545

Who Gets Social Housing? (Council and Housing Association Homes)

Updated every 6 months
Last update: October 2022

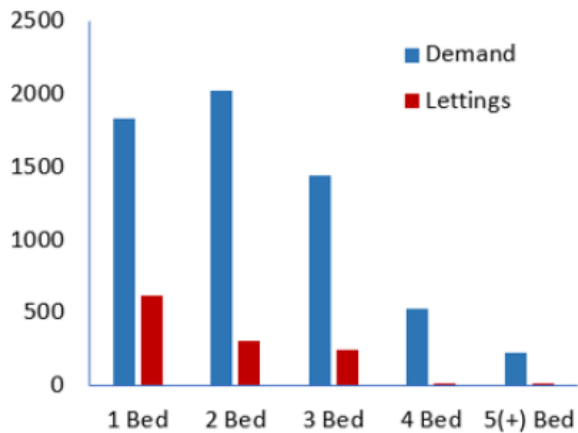
Total Applicants on
1st October 2022

6,383

Total Lettings
October 2021 to
September 2022

1,102

Demand for housing v Supply



Average waiting times (months) for different property types*

*Figures quoted are average waiting times for individuals who are bidding regularly across all areas of the city

	General Needs Homes					Wheelchair Accessible Homes				
	1 BED	2 BED	3 BED	4 BED	5 BED	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	5	9	9	10	12*	31	32	60	52	60*
BAND 2	17	48*	48*	60*	60*	60*	60*	60*	60*	72*
BAND 3	31	72*	72*	72*	72*	72*	72*	72*	72*	84*

	Accessible Homes with Level Access Shower					Ground Floor Homes				
	1 BED	2 BED	3 BED	4 BED	5 BED	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	6	7	22	48*	60*	3	16	60	60*	72*
BAND 2	8	20	26	60*	60*	9	48*	48*	60*	72*
BAND 3	36*	48*	48*	60*	60*	36*	48*	60*	60*	84*

*Estimated waiting times as no actual data available during this period
For further information visit our website at www.leicester.gov.uk/housingapplications

Housing Online- Repairs

Housing Scrutiny Commission: 27th February 2023

Lead Member for Housing: Cllr Elly Cutkelvin
Lead Director: Chris Burgin

Useful information

- Ward(s) affected: ALL
- Report author: Charlotte McGraw
- Author contact details: 0116 4545167
- Report version number: 1.0

1. Summary

This report provides an update to the Housing Scrutiny Commission on the delivery of Housing Online- Repairs. This relates specifically to the move to significantly increase the number of repairs reported online and repairs enquiries made online. The report provides an update on progress to date in relation to sign ups and the support provided to our digitally excluded tenants.

2. Recommended

2.1 The Housing Scrutiny Commission are asked to note and make comment on the update in relation to the delivery of Housing Online for repairs and the associated hardstops to the Customer Service Centre in relation to calls regarding repairs enquiries and the reporting of repairs (with the exception of emergency repairs, communal repairs and leaseholder repairs.)

3. Scrutiny / stakeholder engagement

3.1 A full programme of consultation took place ahead of the changes including consultation with Housing Scrutiny Commission, the Tenants Forum and multiple meetings with ward councillors.

3.2 In addition, tenants were written to advising of the proposed changes, emailed and texted (where emails and mobile phone numbers were available.) Tenants received further information regarding the service in the annual rent letters and the changes were publicised in Council buildings.

4. Background

Leicester City Council uses NEC Housing as its main Housing System, part of this product is Housing Online, which allows Housing tenants and applicants to sign up and access services online, including reporting repairs, making enquiries about existing repairs, viewing rent statements and if eligible, bidding for properties on the Leicester Home Choice scheme.

At the start of January 2022, 4700 tenants (almost 1 in 4) had signed up for a Housing Online account, with only 3% of repairs reported online.

In 2021, 91,000 repairs calls were made to the Customer Service Centre, making this one of the most resource intensive areas for the call centre and a priority area to reduce call volumes. At its peak tenants were waiting 16 minutes for calls to be answered with abandonment rates of 61%. Whilst this had started to reduce down it was still unacceptably high. A decision was taken to move those tenants who could access and use IT to online services to reduce the pressure on the Customer Service Centre and to improve the level of service received by tenants ensuring waiting times were reduced.

Additionally with online services tenants can access the services they need 24 hours a day.

Following the rollout out of an extensive communications plan to tenants and councillors and detailed training for staff in Housing, Customer Services and Neighbourhood Services in August 2022 Customer Services hardstopped calls in relation to repairs enquiries. The following month Customer Services also hardstopped calls relating to the reporting of repairs (with the exception of emergency repairs, leaseholder repairs and communal repairs.)

4.1 Support for tenants

From an early stage it was identified that some tenants may face barriers to accessing online services these might include challenges with accessing IT equipment, language barriers, lack of IT skills and issues with mobility. Whilst the aim was to increase uptake of online services for the majority of our tenants it was also recognised that some tenants, even with additional support and training, may never be able to use online services.

Working with Customer Services it was agreed that on the first occasion of contacting CSC all tenants would be able to report one repair by phone and then be referred to access online services. If they were unable to use online services Customer Service staff were trained to take a Digital Exclusion Referral. Housing then assessed the referral and if deemed to be digitally excluded Customer Services would continue to take all repairs via the phone line. Since starting this process 1,025 tenants have been assessed as digitally excluded (approximately 5% of our total tenants.) The main reasons for digital exclusion were;

- Lack of access to IT (414)
- Disability (390)
- Lack of IT skills (211)

For tenants who are assessed as digitally able additional support is then provided to ensure they can access online services. Housing are providing a Housing Online Support Helpline which mirrors Council opening times. Support is always on hand for tenants to ensure they can access online services. In addition, Neighbourhood Service staff are trained in libraries to signpost tenants to PCs and crib sheets are provided. Adult Education will shortly be running pop up sessions for tenants who need additional support with accessing Housing Online. In order to build up sufficient numbers of tenants to make the sessions viable it was decided to run training sessions after 6 months. No tenants have been left without support during this period.

4.2 Progress to date

As at 23rd January 2023, 8213 tenants have signed up for Housing Online and around 16,500 repairs have been reported online (this equates to 14% of all repairs reported online.) This is a significant increase in the last 6 months where only 4700 tenants were signed up for Housing Online and only 3% of repairs were reported online. It is anticipated that this figure will steadily increase although tenants only tend to sign up for online services when they need to report a repair. One in four tenants has not reported a repair in the last 12 months. 25% of all reported repairs are emergency repairs and these are still reported to the Customer Service Centre by phone in order to ensure they are appropriately prioritised.

Takeup of online services varies significantly from ward to ward. With the highest level of uptake at 45% in Hamilton and Humberstone reducing to 20% in Westcotes. The average sign up rate across the city is now at 40% of all tenants having access to Housing Online.

In addition to monitoring the progress around take up of service, there is also a real commitment to evaluating feedback from tenants. All tenants who have a repair undertaken receive a Customer Satisfaction Survey by post. Tenants are now able to receive these online.

Feedback from tenants using the online service has been positive;

- 57% found Housing Online easy to use
- 30% found it average to use
- 13% found it difficult to use.

For those tenants who are struggling to use online services the Housing Online Support Helpline is available and tenants can also be referred to Adult Education for additional support.

4.3 Use of eforms

In addition to reporting repairs online tenants can also report issues relating to their tenancy using eforms. Tenants can also report repairs for leaseholder and communal areas via eforms.

5. Proposed next steps and support provision

Moving forward Housing and Customer Services will continue to promote uptake of Housing Online to tenants. It is anticipated that sign up and usage rates will continue to increase. The Housing Online Support Helpline will continue to advise and support tenants who need assistance with signing up and using the service.

From April 2023 only tenants who are assessed as digitally excluded will receive paper surveys. All other tenants will receive surveys via Housing Online.

The next stage of development for Housing Online by Dec 2023 will enable tenants to report repairs to communal areas and leaseholders to report repairs to their properties.

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

6.1 Financial implications

The HRA makes a contribution in the region of £650k towards the cost of running the Customer Service Centre, based on call volumes from Council tenants. Ultimately, if a significant reduction in call volumes took place then this contribution is likely to reduce. However, this could take some time to materialise, and savings would be dependent on the ability of the CSC to reduce staffing numbers. At least some of the savings would be offset by additional administration within the Housing service.

Existing HRA budgets can accommodate the cost of implementation. This includes the additional staffing support which will be required during the implementation period. The use of these posts will mean a delay to savings which would otherwise have been declared.

Stuart McAvoy – Principal Accountant



6.2 Legal implications

In the last few years the Council has faced a significantly increased number of claims on behalf of tenants seeking damages for the Council's failure to carry out repairs within a reasonable period of time. These claims are largely precipitated by companies seeking potential claimants, who are then referred to specialist solicitors to pursue claims on a no win, no fee basis.

Such claims are now averaging 2-3 per week and incur significant time, resource and expense for both the Housing Services Division and the Legal Services Division.

In principle, any system that streamlines the reporting and completion of repairs is beneficial. It is important to note, however, that the Council, as landlord, will still be regarded as "being on notice" of the need to carry out repairs if those repairs are brought to the Council's attention by other means. It is sufficient for the tenant to inform any "responsible source" of a repair that is needed. For example, the Council will be considered to be "on notice" if the tenant notifies a Housing Officer or an operative present on the property to undertake some other work such as an annual gas safety check.

If the ability for tenants to report repairs by one prescribed mechanism is such that it leads to a more haphazard approach e.g. increased reports to Housing Officers and Repairs Operatives, this may give rise to a greater risk of failure to undertake repairs and, therefore, open the Council to the potential for more claims.

In order to reduce the risk of potential liability, it is helpful for repair work to be channelled to the correct area of the Council as quickly and reliably as possible.

Jeremy Rainbow – Principal Lawyer (Litigation)

HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2022/23			
MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
55 6 th June 2022	Housing Crisis (working group update) Rent arrears report – Year-end report Who gets Social Housing? Homelessness Strategy Update Executive Response to the scrutiny review into “Examining the role and effectiveness of the proposal to establish a central housing Anti-Social Behaviour Team”. Discretionary licensing of private sector rented housing (new)	Cllr Westley / Chris Burgin Charlotte McGraw Caroline Carpendale / Justin Haywood Caroline Carpendale / Justin Haywood Cllr Cutkelvin/Chris Burgin Cllr Cutkelvin /Tony Cawthorne	Rescheduled
1 August 2022	Rent arrears report – Year-end report Housing manifesto Delivery update Update on House Building Repairs, Gas & Voids performance Report Disabled Facilities Grant / Housing Adaptation	Charlotte McGraw Chris Burgin Simon Nicholls Kevin Doyle Simon Nicholls	

<p>22 September</p>	<p>'Housing Crisis in Leicester' review draft final report</p> <p>Local Plan consultation (with members of EDTC invited)</p>	<p>Jerry Connolly</p> <p>Fabian DCosta</p>	
<p>7 November</p>	<p>Income Collection Performance update</p> <p>Housing Capital Programme & Housing Delivery update</p> <p>Homelessness Strategy Update</p> <p>District Heating charges,</p> <p>PRS Strategy update</p>	<p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Caroline Carpendale/Justin Haywood</p> <p>Chris Burgin</p> <p>Joanne Russell</p>	
<p>9 January 2023</p>	<p>District heating</p> <p>Tenancy Support</p> <p>Empty homes across the city</p>	<p>Richard Sword</p> <p>Gurjit Minhas</p> <p>Jo Russell</p> <p>Chris Burgin</p>	
<p>30 January 2023</p>	<p>HRA Budget</p>	<p>Chris Burgin</p>	
<p>27 February</p>	<p>Environmental Budget & Public Realm Project update</p> <p>Repairs, Gas and Voids performance and update report</p> <p>Who gets Social Housing</p> <p>Channel Shift update</p>	<p>Gurjit Minhas</p> <p>Kevin Doyle</p> <p>Caroline Carpendale / Justin Haywood</p> <p>Charlotte McGraw</p>	

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To be programmed	Homelessness strategy		
	Progress report for Goscote House & Sprinklers update	Simon Nicholls	
	Retrofitting & Climate Emergency update	Chris Burgin Simon Nicholls	
	Empty Homes update	Caroline Carpendale/Justin Haywood	
	Refugee Resettlement Programme - Update		
	Departmental responses to the housing crisis in Leicester commission report		
	Overcrowding Strategy update	Caroline Carpendale / Justin Haywood	

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