



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 28 NOVEMBER 2023

TIME: 5:30 pm

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

Members of the Committee

Councillor Joel (Chair)

Councillor Zaman (Vice-Chair)

Councillors Adatia, Aqbany, Mahesh, O'Neill, Singh Patel and Waddington

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

For Monitoring Officer

Officer contacts:

Georgia Humby (Senior Governance Officer),

Jessica Skidmore (Governance Support Officer),

Tel: 0116 454 6350, e-mail: committees@leicester.gov.uk

Leicester City Council, 3rd Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

Attending meetings and access to information

You have the right to attend formal meetings such as full Council, committee meetings, City Mayor & Executive Public Briefing and Scrutiny Commissions and see copies of agendas and minutes. On occasion however, meetings may, for reasons set out in law, need to consider some items in private.

Dates of meetings and copies of public agendas and minutes are available on the Council's website at www.cabinet.leicester.gov.uk, from the Council's Customer Service Centre or by contacting us using the details below.

Making meetings accessible to all

Wheelchair access – Public meeting rooms at the City Hall are accessible to wheelchair users. Wheelchair access to City Hall is from the middle entrance door on Charles Street - press the plate on the right hand side of the door to open the door automatically.

Braille/audio tape/translation - If you require this please contact the Democratic Support Officer (production times will depend upon equipment/facility availability).

Induction loops - There are induction loop facilities in City Hall meeting rooms. Please speak to the Democratic Support Officer using the details below.

Filming and Recording the Meeting - The Council is committed to transparency and supports efforts to record and share reports of proceedings of public meetings through a variety of means, including social media. In accordance with government regulations and the Council's policy, persons and press attending any meeting of the Council open to the public (except Licensing Sub Committees and where the public have been formally excluded) are allowed to record and/or report all or part of that meeting. Details of the Council's policy are available at www.leicester.gov.uk or from Democratic Support.

If you intend to film or make an audio recording of a meeting you are asked to notify the relevant Democratic Support Officer in advance of the meeting to ensure that participants can be notified in advance and consideration given to practicalities such as allocating appropriate space in the public gallery etc..

The aim of the Regulations and of the Council's policy is to encourage public interest and engagement so in recording or reporting on proceedings members of the public are asked:

- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Jessica Skidmore, Governance Support Officer on 0116 454 6350**. Alternatively, email committees@leicester.gov.uk, or call in at City Hall.

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

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members will be 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 30 October 2023 have been circulated, and Members will be 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. HOUSING CAPITAL PROGRAMME UPDATE

Appendix B

The Director of Housing submits a report on the Housing Capital Programme.

7. DISTRICT SERVICES UPDATE

Appendix C

The Director of Housing submits a report updating the Commission on district performance following the introduction of the specialist Housing Anti-Social Behaviour team in May 2023.

8. CHANNEL SHIFT - HOUSING UPDATE

Appendix D

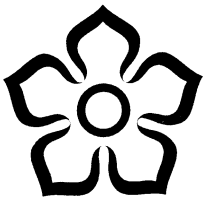
The Director of Housing submits a report updating the Commission on the delivery of Housing Online – Repairs.

9. WORK PROGRAMME

Appendix E

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

10. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

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

P R E S E N T :

Councillor Joel (Chair)

Councillor Adatia
Councillor Mahesh

Councillor Singh Patel
Councillor Waddington

In Attendance

Deputy City Mayor, Councillor Cutkelvin – Housing and Neighbourhoods

* * * * *

27. APOLOGIES FOR ABSENCE

Apologies for absence were received by Cllr O'Neill and Cllr Zaman.

28. DECLARATIONS OF INTEREST

The Chair asked members of the commission to declare any interests for which there were none.

29. MINUTES OF THE PREVIOUS MEETING

It was noted that Cllr Waddington had identified an error with the figures associated to charges to tenants and leaseholders within the metering update and whilst it was agreed the charges would be reviewed such figures should have been accurate within the report.

AGREED:

- Subject to the above, it was agreed that the minutes for the meetings on 31 July 2023 and 19 September 2023 were a correct record.

30. PETITIONS

The Monitoring Officer noted that none had been received.

31. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Monitoring Officer noted that none had been received.

32. RETROFITTING AND CLIMATE EMERGENCY UPDATE

The Head of Service presented the report to update the commission on work being undertaken within the service to respond to the climate emergency. It was noted that:

- Energy efficiency is considered in all areas of the capital programme whereby there are various programmes within the housing division.
- The new build housing programme considers energy efficiency on a site-by-site basis but all seven sites, including Stocking Farm and the Forest Lodge Education Centre, will be developed and deliver energy performance above current building regulations.
- Housing stock is identified across ten construction types including brick, MHC and steel amongst others. Energy Performance Certificates (EPC) are assessed for properties when housing stock is let or significant work undertaken.
- The approach to existing stock is always fabric first in accordance with government policy and focusses on solid wall properties as they are thermally inefficient. 874 solid wall properties remain to be insulated but these are the most challenging, for example terraced housing.
- Brick cavity wall construction types have an average EPC of C and therefore have not been identified as a priority.
- MHC properties have been identified as priority 2, and two pilot schemes have been undertaken at bungalows in New Parks and Eyres Monsell.
- Steel frames houses are priority 3 and mainly found in New Parks. Investigations have been undertaken with a planned specification for an improvement scheme.
- Timber properties have an average rating of C, with the best performing in Rowlatts Hill, and therefore have not been identified as a priority.
- All insulation is match funded with government grants whereby the division were successful in a bid as part of social housing decarbonisation 1. A further bid has recently been submitted for 2.1. The service will continue to work with energy companies too as part of energy company obligations.
- Work is also underway by the division to explore alternatives for energy consumption post-gas.

In response to questions and comments from Members, it was noted that:

- The district heating network was proposed to supply new developments and buildings. The overall total cost of DH is

comparable to the open market. The standing charge is higher because the network supplies less properties than national utility companies. If more properties are supplied by the network then economies of scale should result in standing charges decreasing.

- New social homes are being built to current insulation standards and it is anticipated that heat demand will therefore be less. Discussions with the sustainability team also recommended the use of district heating to supply some of the new social housing developments as decarbonisation pathway plans should make it a viable supply.
- Government policy has only recently allowed local authorities to build new social homes and therefore whilst sites such as Southfield Newry have been vacant for some time, since identifying the site for new social homes there have not been significant delays with bringing this forward.
- All identified sites for new social housing have their own construction programmes and some delays have been encountered with contractors going into liquidation. The service is currently out to tender to appoint new contractors to continue to deliver sites as soon as possible.
- The timetable of retrofitting properties is dependent on government funding and associated criteria usually attached to funding for what the local authority is able to deliver.
- All EPCs are visible on the government website. Any major works require an EPC assessment to be undertaken but the service is currently developing an energy IT module within its system to be able to record any improvement works and have live data on the EPC ratings of properties.
- The climate emergency is a national issue but there is not a long-term or sufficient funding commitment from government nor capacity in the industry to suitably retrofit all properties. Funding usually requires local match funding which is becoming increasingly difficult with pressures on the Housing Revenue Account. It is also cyclical over short periods and companies have therefore not invested or have left the market due to the lack of certainty and stop-start schemes.
Councillor Waddington highlighted funding available through Skills Bootcamps and proposed officers liaise with the economic development team about the potential to consider training programmes for developing skills and improving capacity in the industry locally.

The Chair asked the tenant and leaseholder forum representative for comments in which he expressed concerns regarding district heating charges. It was noted that the Commission had identified issues with the figures to be charged to tenants and leaseholders at the previous meeting and that the Director for Housing note the comments when considering the appropriate energy supply for new development schemes.

The Chair highlighted that a member of the public had provided representations

around the retrofitting agenda that had been shared with her and that she was aware the concerns were being addressed by officers.

AGREED:

- The Commission noted the report.
- Comments regarding district heating charges be noted by the Director for Housing.
- Officers to liaise with the economic development team about Skills Bootcamps.

33. EMPTY HOMES UPDATE

The Director for Housing introduced the item to highlight the importance of ensuring less empty private sector empty homes throughout the city to enable more available stock for individuals seeking accommodation and preventing homelessness.

The Head of Service presented the report, and it was noted that:

- The team take an incremental approach to work with owners to bring empty properties back into use with over 88% success rate using early intervention informal techniques. 197 properties were brought back into use in the city during 22/23 using this approach.
- If there is no commitment from owners, then legal remedies such as compulsory purchase orders or negotiated offers can be pursued although usually such conversation can initiate the owner to bring the property back into use. CPOs are only used as a last resort.
- Work has increased for the team with the number of empty properties for over 18months increasing by 15% during the 22/23 year – equating to 424 at the end of March 23. The team work to bring as many properties back into use as possible but the team is made up of 2.6 officers and therefore resources are focussed in areas of need and demand.
- The team receive positive feedback when liaising with owners and it is apparent that the pandemic and cost of living crisis have had an impact on ability of owners to travel due to isolating and undertaking works to bring back into use due to financial pressures.
- The team also work with the council tax department to use data on workflows and classification of properties. Council tax can also be used to encourage owners to bring properties back into use by increasing rates if the property is empty.
- Properties have different classification which can impact the powers of the local authority, for example 28% of empty homes in Leicester are classed as second homes and therefore the Local Authority have no powers to bring back into use.

In response to questions and comments from Members, it was noted that:

- Council tax increases depending on the length of time a property remains empty as referenced in the agenda pack. Checks are undertaken by the council tax team and the empty property team to identify whether a property is empty, this can be through patrolling areas or when reported and inspected.
- More devolution powers are needed for the local authority to be able to take more action to bring empty properties back into use and is a topic the Deputy City Mayor for Housing and Neighbourhoods has proactively raised and will continue to do so.
- Benchmarking has been undertaken and the number of empty homes in the city is comparable to others.
- Empty homes throughout the city can be identified into wards and this information can be shared.
- The empty homes team is a non-statutory function funded by the general budget and therefore given ongoing financial pressures, whilst additional resource may be unlikely, many other authorities are not operating such a service.
- Council tax data is utilised to identify empty properties as this is a mandatory requirement and the most reliable form. However, the team also work with other departments and gather intelligence through patch walks and reports.
- The team focus on empty properties that have been vacant for 18 months and are very successful when liaising with owners through early intervention methods. The Deputy City Mayor for Housing and Neighbourhoods highlighted that timeframes for properties stood empty and intervention have been considered but believed to be appropriate. The arrangements ensure resources are best utilised but also that the authority is not contacting owners and/or executors too soon, particularly when a property has become empty following a bereavement.

AGREED:

- The Commission noted the report.
- The Commission be provided with the additional information requested.

34. PRS STRATEGY UPDATE

The Director of Housing introduced the item highlighting that there are around 145 thousand homes in the city and fifty thousand of these are within the private rented sector. It is vital to ensure the quality of these PRS homes for residents and to attract others to choose Leicester as a place to live, the Deputy City Mayor for Housing and Neighbourhoods requested the development of a private rented sector strategy.

The Head of Service in housing and Team Manager in Neighbourhood Services presented the report, and it was noted that:

- The Strategy was introduced at the end of 2021 and lots of progress is highlighted within the report from the last two years. The approach is to ensure there is a balance of support for landlords as well enforcement to improve standards for tenants.
- The sector has been impacted by external pressures since the introduction of the strategy such as the cost-of-living crisis which is impacting tenants and landlord with affordability of rising mortgages and rents – many landlords have left the market.
- The strategy is a live document and therefore the service develop new workstreams to respond to emerging issues. A key addition to the strategy is the inclusion of anti-poverty work. This includes cross-divisional working and partners to ensure a co-ordinated response with the aim to ensure residents can maximise resources to remain within their homes.
- Communication has been enhanced with website improvements including a review to ensure information is accurate and the customer journey is better. Liaison work also continues with landlords and the service will be hosting a further forum soon to provide advice and continue to build relationships.
- The service aims to work to prevent residents becoming homeless and sustaining tenancies. Despite additional pressures this has improved and prevention success is significantly higher than the national average which the service is proud to report. Where tenancies cannot be sustained, officers work to identify and secure new homes before residents become homeless but this is becoming increasingly difficult with housing shortages and increasing rents.
- Many tenancies have been created via incentive schemes, but further improvements and financial assistance is required to bridge the gap and ensure schemes remain viable in the market as housing allowances have been frozen and rents rising. Residents can retain housing applications when in support of incentive schemes to try and ensure a pathway for a longer-term affordable solution.
- Funding has been secured to train twelve officers to undertake EPC assessment of properties and specify works to landlords if energy performance of properties is inadequate. Tablets have also been purchased and streamline the process to ensure information can be added in real time when conducting visits to private rented sector properties. An online portal is also being developed to report issues and will initially be rolled out for reporting damp and mould.
- The selective licensing scheme is a notable initiative to ensure improvement of standards in the private sector – this was approved by Council in July 2022 and implemented in October 2022. A new team were established to process applications and issue licences in three areas of the city. Around two thousand licences have been issued of the estimated eight thousand in the specified areas.
- It is estimated there are around one thousand unlicensed HMOs

in the city and it is recognised this is a growing market. With the exception of the pandemic, officers proactively visit and investigate to identify HMOs. The licence fee was set in 2018 and therefore due review whereby it is envisaged the income can be utilised to operate a team to process applications and assess data of expired licences.

- A task force has been established with various teams across divisions and public sector organisations to liaise and understand conservative efforts around certain landlords or properties.
- A task force has also been established across multiple divisions to develop an action plan and corporate response to damp and mould in properties, both social and the private rented sector.

In response to questions and comments from Members, it was noted that:

- Information on the website is being reviewed and housing advice packs have been improved to ensure residents are aware of incentive schemes available and expectations are managed. It was agreed details will be circulated to Members on schemes to be able to share further with residents but that they be encouraged to contact the service to discuss eligibility on a case-by-case basis.
- Homelessness Prevention Officers work with residents who are homeless to source alternative accommodation. For residents needing new homes, for example due to overcrowding, they are encouraged to look for housing and if they require a financial uplift or support to inform the housing service to be able to identify if eligibility of schemes is met or to liaise with landlords to seek to secure a tenancy.
- Almost three thousand selective licencing applications have been received by landlords and this is slowing down. The team are working with estate agents to highlight their responsibility too if managing a property which has generated further applications. The next phase will be for officers to visit areas and gather intelligence of rented properties to make tenants and landlords aware of the requirement for a licence.
- The service publishes data every six months on who gets social housing which includes average wait times for properties and bands. It was agreed that the latest data be shared with Members as well as information of where this is updated online.
- The Local Authority has no powers to control private sector rent charges despite the growing proportion of homes in the market in the private sector and increasing rents. Discretionary housing payments are used to bridge the gap between housing allowances and rent to help residents with affordability, but the preferred long-term solution would be to ensure there is more social housing.
- Hazards are identified as Category 1 or Category 2 when properties are inspected to determine to issue a licence. 29 hazards are inspected, such as excess cold, trip hazards and

damp or mould etc. Category 1 are more serious, and landlords are duty bound to remedy.

- Rent in the private sector across Leicester and surrounding areas has not had an impact of people having to relocate from the city as reported in a recent newspaper article as has been the case in some other cities.
- A joint task force has been established to focus on damp and mould in properties across the city which meets regularly, and further information will be provided to the commission in future.

AGREED:

- The Commission noted the report.
- The Commission be provided with the additional information requested.

35. MIGRATION UPDATE

The Director for Housing introduced the item to highlight as the recent census illustrated, Leicester is a growing city and is made up of many communities from around the world. The city has around 345k residents and asylum seekers make up only a very small proportion of the population.

The Head of Service presented a set of slides, and it was noted that:

- Data from the 2021 Census highlights that Leicester is one of the fastest growing cities compared with other core cities according; 41% of the population were born overseas, a 7% increase from the 2011 Census; and the city is the fourth most deprived by proportion of household.
- Residents in Leicester born in the top 10 non-UK place of birth has increased for all countries with the exception of Kenya and Zimbabwe since the 2011 Census. India as a place of birth was the largest growth making up 16% of Leicester's population, there was a 422% increase in residents born in Italy living in Leicester and residents from Romania make up 1.3% of total population.
- Large numbers of people have been entering the UK illegally using small boats – the peak in 2022. The Illegal Immigration Act 2023 is intended to look at methods of entry and managing immigration but details are still being developed. However, based on current information it does not contain the same powers to detain and deport unaccompanied asylum seeking children as it does for adults.
- The city is involved in a number of schemes to support people coming to the UK including NASS, Unaccompanied Asylum Seeking Children, Afghan, Ukraine, Hong Kong British National Overseas, Syria and the Community Support Group. Each scheme has different rules, regulation and funding. They all remain live, and people can come to the UK with the exception of

the Syrian scheme.

- The numbers of current asylum seekers in the City was shared with the commission and also the figure for unaccompanied asylum-seeking children. We have 160 sponsors for the Homes for Ukraine scheme and just over 260 guests. The city committed to housing support for twelve families as part of the Afghan scheme with the families settling into the city. As of August 2023, eight thousand Afghan families were still living in temporary hotels throughout the UK and were asked to leave – most found alternative accommodation but around one thousand vulnerable Afghans remain in hotels across the county and will be asked to leave by the Home Office by December.
- All children that arrive under any scheme are placed in appropriate education as quickly as possible as schooling is important for settlement. Except for asylum seekers, schemes usually allow access to public funds. Each scheme will have different rules that can make it complex, but support is provided by services although they are under increasing pressure.
- Over the next three months there will be a speeding up of the asylum process to process claims and make a decision for applications of individuals from specific countries of origin. This is called SAP. The Home Office intend to progress and finalise 73 thousand applications nationally, including around 4.5 thousand in the East Midlands. Those with a positive outcome will need to leave Home Office accommodation and will be able to seek housing, benefits and have a right to work. Those who are unsuccessful will return to their country of origin.
- The Home Office are maximising hotel spaces which means more than one individual may be staying within accommodation. They are also seeking additional properties in Leicester.
- The potential of increased successful application in a short time period could have an impact on local services in terms of capacity and resources, particularly around housing which could lead to street homelessness but will be monitored and managed.
- Leicester has a proud history of welcoming communities and the diversity, richness and cultural development individuals bring is celebrated.

In response to questions and comments from Members, it was noted that:

- The notice period for individuals who have been granted right to remain is inadequate at 21 days, particularly when all other agencies usually provide 56 days' notice in advance of becoming homeless. This is an issue both the Deputy City Mayor for housing and neighbourhoods and Deputy City Mayor for social care, health and community safety have raised in national forums and supported by other local authorities but the Home Office are not committed to extending the notice period.
- 280 additional properties are being procured by an agent on behalf of the Home Office in the city.

- Migrant Help is an organisation that support asylum seekers during their applications process through to re-settlement. It was agreed that more details would be shared with the Commission.
- Funding varies depending on circumstances and national schemes, however it is not sufficient to meet the pressures on services.

The Chair noted and agreed with comments of the Commission that Leicester is a welcoming city and thanked officers for their work despite the additional pressures on the service.

AGREED:

- The Commission noted the report.
- The Commission be provided with the additional information requested.

36. ANY OTHER URGENT BUSINESS

The Chair requested an update regarding St Clements Court. It was noted by the Director for Housing and Team Manager in Neighbourhood Service that:

- Leicester Fire and Rescue Service (LFRS) issued a prohibition notice on a block of private flats on 28 September 2023 due to failure to comply with identified issues.
- Fosse Neighbourhood Centre was mobilised as an evacuation centre and 65 flats were visited by officers to ensure residents understood the notice had been issued. 15 families were supported with temporary accommodations, some were supported by families and others chose to remain at the property in breach of the notice. LFRS had a high presence at the location and provided further engagement to those remaining to understand the situation.
- LFRS and the Local Authority have responsibility for enforcement of fire safety. The fire service has overall responsibility if a fire were to occur - the structure of the flat blocks should provide sixty minutes protection to enable a fire crew to be called, arrive, and get the fire under control. The Local Authority has responsibility to ensure each individual flat has sufficient smoke detections and self-closers on doors.
- The prohibition notice was removed on 12 October as LFRS were satisfied the owner had satisfactorily addressed issues that posed an immediate risk to life. A notice remains in place for overall improvements of the property to be addressed by the owner.

Councillor Waddington highlighted she had visited the property as it is located within her ward and noted concerns that whilst many tenants were able to leave, others chose to remain in the property in breach of the notice as they had pets.

Members agreed with concerns around fire hazards and maintenance of the property and the Commission requested a detailed report on history associated to management and enforcement of St Clements Court.

AGREED:

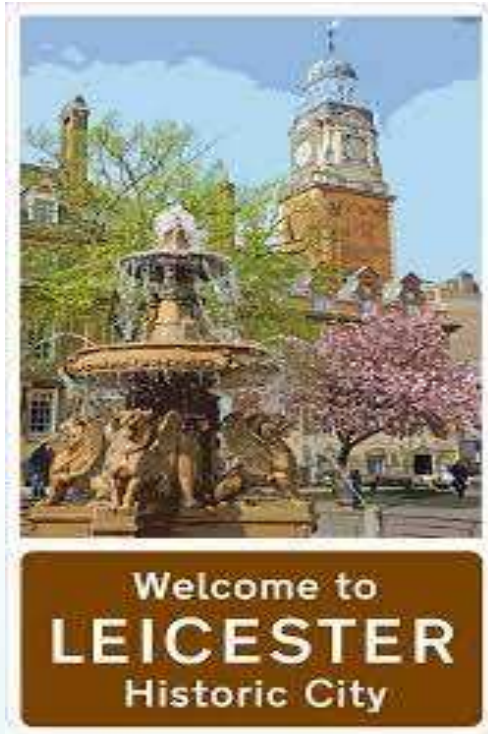
- The Commission noted the verbal update.
- The Commission requested a detailed report.

The Director for Housing highlighted the annual rough sleepers count usually takes place in November and Members were invited to participate.

37. WORK PROGRAMME

The Chair noted there had been a change to future meeting dates.

There being no further business, the meeting closed at 20.18.

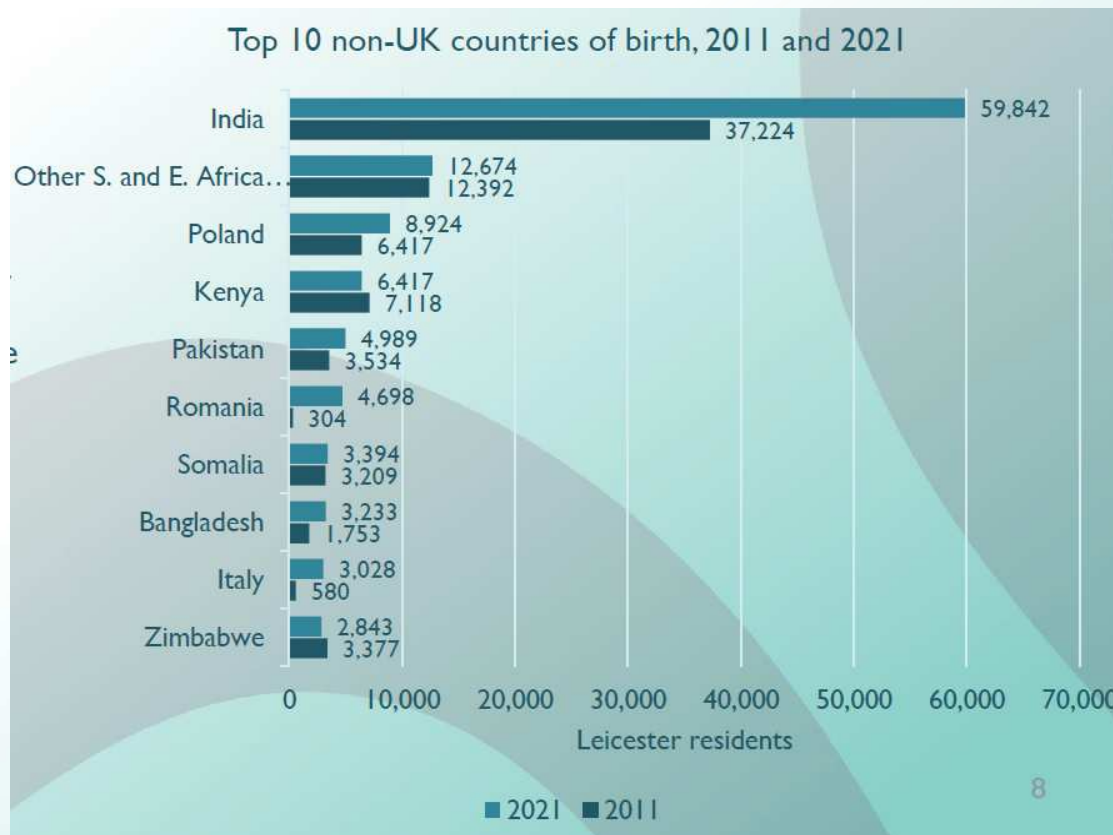


Immigration, Migration & Asylum in Leicester City

Census 2021 Data

- Leicester is one of fastest growing Local Authorities in England
- Leicester is the 3rd most densely populated Local Authority outside of London
- Leicester population grew faster than all of the England core cities between 2011 and 2021.
- Between 2001 and 2011 almost 12,000 additional households were created, an increase of 10.8% which is more than the national and regional average
- At the 2021 census, 41% of Leicester's population were born overseas which is an increase of 7% since 2011
- Leicester is the 4th most deprived upper tier Local Authority by proportion of household (census data)

Top 10 non-UK countries of birth in Leicester City between 2011 and 2021 census data



- Compared to 2011 there are 22,618 more residents born in India
- Romanian and Italian populations have seen the biggest growth in the City since 2011 which is similar to Britain over all
- Poland and Bangladesh have also seen sizeable increases in the City

Asylum

- The UK has a small number of legal routes to claim asylum
- Large numbers of people continue to enter the UK illegally in small boats
- The peak was in 2022 when we saw 44,774 people enter the UK in small boats
- The Illegal Immigration Act 2023 is still under development and does not provide the authorities with the same powers for children (UASC)

Small Boat arrivals 2023		
Month	Total	Running Total
January	1180	1180
February	1173	2353
March	840	3193
April	2153	5,346
May	1664	7,010
June	3824	10,834
July	3299	14,133
August	5369	19,502
September	4729	24,231

Asylum and related schemes operating within Leicester City

- Asylum
- Unaccompanied Asylum Seeking Children (UASC)
- Ukraine schemes
- Afghan schemes (ARAP/ACRS)
- Hong Kong British National Overseas (BNO)
- Syrian scheme (VPRS)
- Community Support Group

Education, benefits & looking for work

- All child arrivals under any scheme are placed into appropriate educational placements
- Other than asylum and UASC all schemes provide recourse to public funds which means that people are supported to claim benefits and find work as soon as possible to help them settle in the UK
- Most asylum seekers are unable to work or claim benefits until they are granted refugee status

Funding

- Complex picture across all schemes with individual funding arrangements for each area
- The funding varies and changes often and can be complex to claim
- Particularly under UASC and Asylum the funding provided is insignificant in relation to the actual costs on local services

In the next 3 months the Home Office will process the following asylum claims (SAP):

- 73k nationally
- 4.5k in the East Midlands

Alongside policies to deliver:

Hotel maximisation & additional 280 dispersed properties for the City

Implications of SAP

- Availability of affordable housing
- Staffing availability to assess cases
- Temporary accommodation availability and costs
- Potential increase in street homelessness
- Health care availability
- Re-filling of hotels and accommodation with the next group to be assessed as boat crossings remain high
- No additional support or funding to get people employment ready

Leicester City Council has always been front and centre in offering a place of sanctuary and support to those fleeing violence and oppression across the globe.

We have been a dispersal city for Asylum Seekers since 2001 and the richness of culture that this and other arrivals have added to our already diverse and multi-cultural city is something of which we are all proud.

Our commitment to supporting people remains strong while acknowledging the pressure that the numbers of individuals in these groups are placing on local services

Housing Capital Programme

Housing Scrutiny Commission

Date of meeting: 30th November 2023

Lead director/officer: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Chris Burgin
- Author contact details: chris.burgin@leicester.gov.uk
- Report version number: 0.1

1. Summary

Housing Scrutiny Commission will receive a presentation at the meeting on 30th November from the Deputy City Mayor for Housing & Neighbourhoods setting out a briefing on the Housing Revenue account capital investment programme.

2. Recommended actions

Housing Scrutiny Commission (HSC) are invited to:

- comment on the delivery of the Housing Capital programme

3. Detailed report

Leicester City Council has a Housing Revenue Account HRA that is ringfenced for the purposes of services to tenants.

This financial year the rental income within the HRA will total £94m. All of this income is spent on services to tenants, capital investment in to the Council Housing stock of 19,000 properties or to build or buy new Council Housing.

The headline budget for 2023 is set out below;

- 2023/24 -	
	2023/24 Budget £000
Income	
Dwelling & Non-Dwelling Rent	(81,224)
Service Charges	(12,819)
Total Income	(94,043)
Expenditure	
Management & Landlord Services	32,420
Repairs & Maintenance	28,322
Interest on Borrowing	11,004
Charges for Support Services	5,311
Contribution to GF Services	5,911
	82,968
Capital Funded From Revenue	11,075

In 2023/24 a total of £11.075m has been set aside to undertaken capital work to Housing stock and work to the wider estate. Headline schemes in the capital programme this year include:

Kitchen & Bathroom replacement,
Boiler replacements,
Electrical Rewires,
Roofs,
Disabled adaptations,
Fire Safety
Soffits & Fascias
Windows and Doors

The Housing Division is on target to spend the full capital budget for these schemes

A number of wider ongoing capital projects funded through this years, and previous years capital budgets. These include:

Sprinkler Installation
Heat Metering & Billing
Public Realm improvements

The Council through HRA capital investment also build and acquire new Council homes. In relation to new build homes, the Council is currently in the process of spending £79m to build over 200 new homes and we will also buy 200 homes this year with funding being provided through Homes England, right to buy receipts and from funding linked to refugee resettlement.

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

6.1 Financial implications

The HRA capital budget is approved at full council in February each year. The main body of the report identifies the funding which has been allocated for 2023/24.

Stuart McAvoy, Head of Finance

6.2 Legal implications

This is not a decision-making paper and there are no direct legal implications arising from the recommendations of this report.

Kevin Carter, Head of Law - Commercial, Property & Planning.

6.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation and

any other conduct prohibited by the Act, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

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

The report provides details on how the Housing Revenue Account will be delivered and the areas of work it will cover. The council need to ensure that equality considerations are taken into account in the delivery of the HRA work, this includes ensuring accessibility and building standards/requirements are met. We need to ensure that any communication with tenants is carried out in an accessible manner.

Sukhi Biring, Equalities Officer, 454 4175

HRA Capital Programme Housing Scrutiny Commission November 2023



Housing Revenue Account Budget

- THE HRA budget totals £94m in 23/24
- The HRA Budget is ring fenced
- ³⁰ ALL of the HRA Budget is invested in Services to tenants, Stock improvement or new housing
- This is why Leicester City Council has the best Housing stock in the City and has 100% decent homes
- The Capital budget is part of the HRA Budget

- 2023/24 -	
	2023/24 Budget £000
Income	
Dwelling & Non-Dwelling Rent	(81,224)
Service Charges	(12,819)
Total Income	(94,043)
Expenditure	
Management & Landlord Services	32,420
Repairs & Maintenance	28,322
Interest on Borrowing	11,004
Charges for Support Services	5,311
Contribution to GF Services	5,911
	82,968
Capital Funded From Revenue	11,075

What does it include

- Ongoing programmes of work
- One off improvement projects
- New build council house building
- Acquisitions programme

31



Leicester
City Council

Ongoing programmes

- Kitchen and bathroom refurbishments
- Boiler replacements
- Rewires and electrical upgrades
- New roof and roofline upgrades
- Disabled adaptations
- Fire safety upgrades

32



Leicester
City Council

33





How do we decide what work we do ?

- Life cycle data, eg 40 years for a kitchen, 30 years for a rewire
- Legislation, eg new wiring editions and new British standard
- Building Safety Bill
- Condition survey data
- Maintaining the decent homes standard
- Energy efficiency improvements.

35



Leicester
City Council

Component for replacement	Leicester's Replacement Condition Criteria	Decent Homes Standard Minimum Age
Bathroom	All properties to have a bathroom for life by 2036	40 years
Kitchen	All properties to have an upgraded kitchen by 2036	30 Years
Central Heating Boiler	Based on assessed condition (from annual service)	15 years (future life span of new boilers is expected to be on average 12 years)
Electrics	Every 30 years	30 Years
Roofs	Based on assessed condition (from Stock Condition Survey/HHSRS)	50 years (20 years flat roofs)
Doors and windows	Based on stock condition survey	40 years

Who does the work

- A variety of contractors that are either procured or appointed via corporate frameworks
- Current contracts have a total value of circa £100m
- Specifications are written and contracts managed by Technical Services.
- On site works are supervised by our in house Quality Control teams.

37



Leicester
City Council

We are spending a total of £10m, all budget areas are forecast to fully spend.

Work area	Budget	Current spend	Work area	budget	Current spend
Kitchen and Bathrooms	£2m	£1.1m	Soffits and facias	£250k	£50k
Boilers	£2.2m	£1.4m	Health and safety	£200k	£60k
Rewires	£1.76m	£450k	Fire safety	£500k	£60k
Roofs	£750k	£150k	District Heating	£500k	£100k
Disabled adaptations	£1.2m	£750k	Windows and doors	£50k	£25k

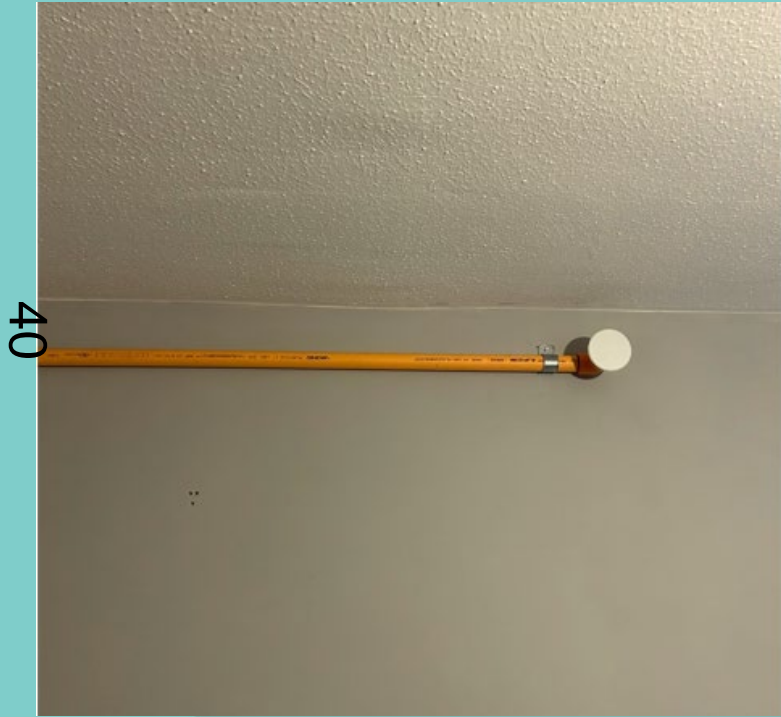


Projects in the capital programme

- Sprinkler installation – on site now, completing soon (£2.2m)
- Heat Metering and billing – on site now (£5.2m)
- Public realm improvements- ongoing
- Hydra Walk – conversion – on site December 23



Sprinkler head



Heat meter



House Building update(including estimated costs of delivery)

- Saffron Velodrome(38 units)- out to tender now (£15m)
- Lanesborough Road(37 units)- out to early 2024(£15m)
- Forest Lodge Education Centre(33 units)- demolition due February 24 (£10m)
- Stocking Farm redevelopment(50 units) out to tender soon (£21m)
- Southfield and Newry(53 units)- out to tender soon(£18m)

42

Acquisitions

- We will buy 200 homes this year
- 26 will be LHAF funded
- 52 will be HE funded
- 122 will be RTRB funded
- Will include the purchase of the ZIP building

43



District Performance

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

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

Lead director: Chris Burgin, Director of Housing

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

1. Summary – Purpose of report

1.1 This report provides an update on district performance.

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

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

2. Background

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

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

Vision:

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

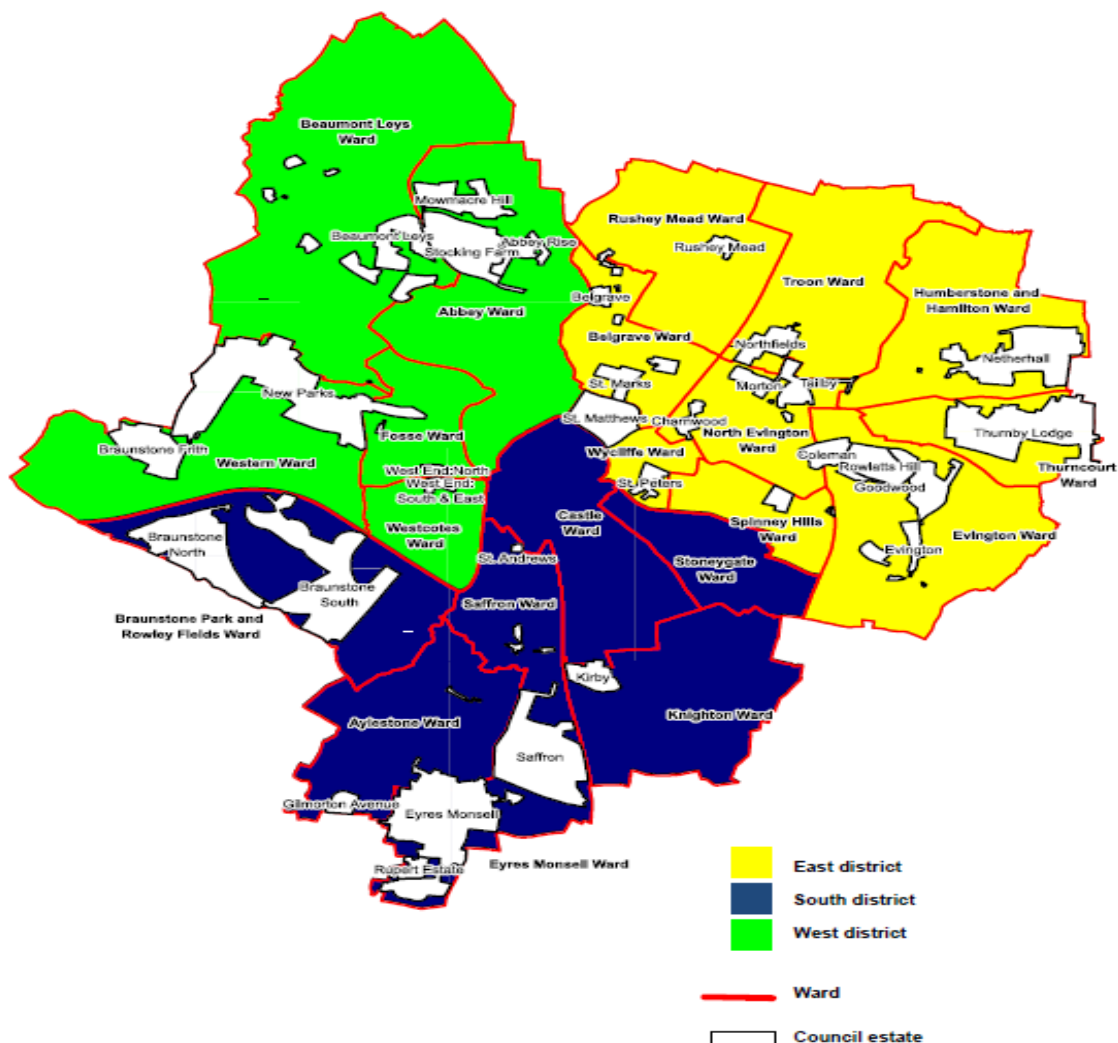
2.3 Priorities:

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

2.4 It was agreed that this update report would be prepared for Housing Scrutiny Commission on how the service was performing after a 6-month period of the changes being implemented.

3. Tenancy Management District Service

3.1 The tenancy management service fulfils the landlord role for council tenants to just under 20,000 tenancies in the city. The service currently operates on a geographical basis within three districts, West, South and East with 3 District Managers.



3.2 The service currently undertakes a broad range of functions from Fire Safety Inspections and Building responsible officer roles for our flatted dwellings, to tackling Breaches of tenancy and conditions, managing estate improvement works to supporting and helping vulnerable people engage with appropriate help and support from wider agencies.

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

4.1 Live Well

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

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

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

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

4.2 Specialist Support

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

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

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

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

4.3 Customer Care

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

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

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

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

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

4.4 Fire Safety

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

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

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

4.5 Better Estates

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

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

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

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

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



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

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

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

5. Details of Scrutiny

This report is to be considered by Housing Scrutiny Commission.

6. Financial Legal and other implications

6.1 Financial Implications

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

6.2 Legal Implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation) – x371435

6.3 Climate Change and Carbon Reduction Implications

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

Aidan Davis, Sustainability Officer, Ext 37 2284

6.4 Equality Implications

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

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

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

Sukhi Biring, Equalities Officer, 454 4175

Housing Online- Repairs

Housing Scrutiny Commission: 27th November 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, number of repairs reported online and the support provided to our digitally excluded tenants and to our tenants who require support in using IT services.

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.)

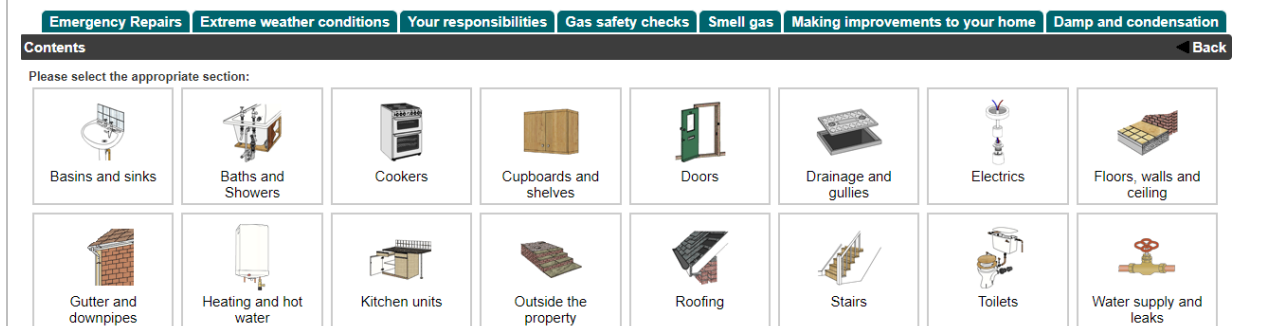
3. Scrutiny / stakeholder engagement

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. Below is a screenshot taken from Housing Online.



Appointment Information

Please indicate when you require an appointment. Only one appointment may be selected.

Thursday 20 July 2023

08:00 to 11:00

11:01 to 13:30

13:31 to 15:00

15:01 to 16:30

Friday 21 July 2023

08:00 to 11:00

11:01 to 13:30

13:31 to 15:00

15:01 to 16:30

At the start of January 2022, only 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 3rd November 2023, 10,700 tenants have signed up for Housing Online, representing an increase from 8,200 when we last reported to HSC in February 2023. Around 37,000 repairs have been reported online (this equates to 23% of all repairs reported online, representing an increase from 14% in Feb 23.) This is a significant increase in the first 6 months of go live, prior to any hardstop, where only 4700 tenants were signed up for Housing Online and only 3% of repairs were reported online. This figure has steadily increased 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 60% in Hamilton and Humberstone reducing to 30% in Westcotes. The average sign up rate across the city is now at 52% 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;

- 56% found Housing Online easy to use
- 32% found it average to use
- 12% found it difficult to use.

These figures have remained static since we last reported to HSC in Feb 2023.

4.3 Digital Inclusion Training for Tenants

During November and December Adult Education will be delivering pop up sessions across Leicester in libraries, neighbourhood and community centres to tenants who have not yet signed up for Housing Online to provide an introduction to using the internet and how to sign up and report repairs on Housing Online. To publicise this we have written to tenants and sent SMS messages, ward councillors, community champions and staff.

4.4 Next steps

We will continue to promote Housing Online and to support our tenants in accessing online services. We are committed to continuing to provide the Housing Online Support Helpline to assist tenants in accessing online services for as long as it is required. In addition, our most vulnerable tenants will continue to be able to access the Customer Support Centre to report repairs and all tenants will continue to be able to report emergency repairs by phone. We are also committed to reviewing the list of tenants who are digitally excluded

on a 6 monthly basis to ensure that all tenants who can be enabled to access online services are.

We are increasing the number of available appointments online to ensure tenants can access the repairs in a timely manner and continue to closely monitor response times and levels of customer satisfaction to ensure tenants receive the high quality service they deserve.

In addition, in 2024, tenants will be able to report communal repairs online and leaseholders will also be able to report repairs online. In the meantime they can continue to report these repairs via the call centre and through the use of eforms.

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

5.1 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.

Stuart McAvoy- Head of Finance

5.2 Legal implications

The report, which provides an update in relation to online repairs reporting, does not give rise to any specific legal implications.

Jeremy Rainbow - Principal Lawyer (Litigation) x371435

5.2 Climate Change Implications

There are limited climate emergency implications directly associated with this report, although more widely the provision of options for digital engagement by service users may potential deliver some savings through increasing the efficiency of service delivery.

Aidan Davis, Sustainability Officer, Ext 37 2284

Housing Scrutiny Committee

Work Programme 2023 – 2024

Meeting Date	Item	Recommendations / Actions	Progress
31 July 2023	Housing Overview (Chris Burgin)	The presentation be noted. Members of the commission invited to join this year's rough sleepers count. Discretionary licencing scheme and HMO's be considered on the work programme.	Date to be circulated later in the year to commission members regarding rough sleepers count. Private Rented Sector added to work programme to include update on the discretionary licencing scheme and HMO's.
	Who gets Social Housing (Justin Haywood)	The report be noted and a further update provided in six months.	Item added to work programme for update in January.
	Rent arrears report – Year-end report (Charlotte McGraw)	The report be noted. Further information to be provided to members of the commission in relation to outstanding repairs and the impact on rent payments.	Data shared with members of the commission.
	House Building & Acquisitions update (Simon Nicholls)	The report be noted. Further information to be provided to members of the commission in relation to the number of dwellings for proposed development at each identified site as well as timeframes for the completion of the site as Abbey Park Road.	Data shared with the commission. Further information on timescales to be shared when known.
	Disabled Facilities Grant / Housing Adaptation (Simon Nicholls)	The presentation be noted. Further work on the adaptations policy to be considered for the work programme.	Adaptations Policy added to work programme.

<p>19 September 2023</p>	<p>Homelessness Strategy Update (Caroline Carpendale / Justin Haywood)</p> <p>Damp & Mould (Sam Taylor / Alison Lea)</p> <p>Repairs, Gas & Voids Performance Report (Kevin Doyle / Sam Taylor)</p> <p>District Heating Metering update (Chris Burgin)</p>	<p>Figures on the current known position regarding homelessness in the city to be circulated to Members of the commission.</p> <p>Attention to be drawn to Members of the commission in relation to elements of communication within the Action Plan.</p> <p>Further information in relation to care leavers to be circulated to Members of the commission.</p> <p>Clarity to be sought on the decision-making process for strategies and the requirement for the Homelessness Strategy to go to Full Council.</p> <p>Online portal for private rented sector tenants to report damp and to be brought back to the commission when developed.</p> <p>Report to be noted.</p> <p>Options for Aikman Avenue flats to be shared with Members of the commission once identified.</p> <p>Costs to tenants and leaseholders for metre installation to be reviewed to ensure accurate for proposed timeframe.</p>	<p>Data shared with members of the commission.</p> <p>Actions contained within the Homelessness Strategy Action Plan shared with members of the commission.</p> <p>Data shared with members of the commission.</p> <p>Information shared with members of the commission.</p> <p>Added to the work programme.</p> <p>Noted that this may take some time. Has been added to the action tracker to be shared with members of the commission.</p> <p>Revised figures circulated to members of the commission.</p>
---------------------------------	---	--	---

Meeting Date	Item	Recommendations / Actions	Progress
30 October 2023	<p>Retrofitting & Climate Emergency update (Simon Nicholls)</p> <p>Empty Homes update (Joanne Russell)</p> <p>PRS Strategy update (Justin Haywood and Sean Atterbury)</p> <p>Migration update (Joanne Russell)</p>	<p>Officers to consider whether district heating is the most appropriate energy supply for new developments.</p> <p>Officers to liaise with economic development on consideration of potential bid for upskilling individuals in green industries if there are issues around capacity.</p> <p>Information to be shared on council tax charges.</p> <p>Information of number of empty homes in North Evington ward to be shared.</p> <p>Information to be shared on discretionary schemes to access PRS and average waiting list times for each band.</p> <p>Citizen portal to be added to work programme.</p> <p>Information to be shared on Migrant Help.</p>	<p>Information being collated.</p> <p>Information provided.</p> <p>Information being collated.</p> <p>Listed on work programme.</p> <p>Information provided.</p>

Meeting Date	Item	Recommendations / Actions	Progress
28 November 2023	<p>Housing Capital Programme update (Simon Nicholls)</p> <p>District Service performance (Gurjit Minhas)</p> <p>Channel Shift – housing update (Charlotte McGraw)</p>		
9 January 2024	<p>HRA Budget (Chris Burgin)</p> <p>Tenancy Support (Gurjit Minhas)</p> <p>Who gets Social Housing? (Caroline Carpendale / Justin Haywood)</p>		

Meeting Date	Item	Recommendations / Actions	Progress
12 March 2024	<p>Environmental Budget update (Gurjit Minhas)</p> <p>Adaptations Strategy (Simon Nicholls)</p> <p>Response to the Housing Crisis in Leicester commission review</p>		

63

Forward Plan Items (suggested)

Topic	Detail	Proposed Date
Income Collection Performance update	To be scheduled following the year end.	
Homelessness Strategy Update		
Housing allocations policy		
Overcrowding Strategy update		
Local Plan		
Damp & Mould – PRS Online Portal	Highlighted at meeting on 19 September that portal is in development and agreed to come back to the commission.	

