

Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 28 FEBRUARY 2022

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, Byrne, Crewe, Gee and Rahman

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:

Jason Tyler (Democratic Support Officer):

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Jerry Connolly (Scrutiny Support Officer):

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HOUSING SCRUTINY COMMISSION

USEFUL ACRONYMS

Acronym	Meaning
ACM	Asbestos Containing Materials
AGSC	Annual Gas Safety Check
AHP	Affordable Homes Programme
ALMO	Arms' Length Management Organisation
APA	Alternative Payment Arrangements
ASC	Adult Social Care
AST	Assured Short Hold Tenancy
BAU	Business as Usual
B&B	Bed & Breakfast
BCP	Business Continuity Plan
BRE	Building Research Establishment
CBL	Choice Based Lettings
CIH	Chartered Institute of Housing
CIN	Children in Need
CiTAL	Citizens Advice LeicesterShire
CO	Carbon Monoxide
Co2	Carbon Dioxide
CORE	Continuous Recording of Lettings - independently compiled statistics of all Housing Association letting activity
CPO	Compulsory Purchase Order
CSC	Customer Service Centre
CT	Council Tax
CT	Community Transport
CTCE	Construction Training Centre of Excellence
DAR	Dial A Ride
DCPC	Driver Certificate of Professional Competence
DFG	Disabled Facilities Grant
DHF	Discretionary Housing Funds
DHP	Discretionary Housing Payments
DHS	Decent Homes Standard
DMA	District Management Area
DT	Digital Transformation
DTR	Duty to Refer
DVSA	Driver & Vehicle Standards Agency
DWP	Department for Work and Pensions
EBS	Estate and Building Services
EHP	Empty Homes Premium
EHS	Empty Homes Strategy
EMH	East Midlands Homes
EOL	End of Life

Acronym	Meaning
EPC	Energy Performance Certificate
ERS	Emergency Repairs Service
Euro 6	The Latest Directive Set by The EU to Help Reduce the Level of Harmful Pollutants Produced By New Vehicles.
EV	Electric Vehicle
EVCS	Electric Vehicle Charging Station
FHS	Future Homes Standard
FRA	Fire Risk Assessment
FS	Floating Support
FTA	Freight Transport Association
G&HS	Gas and Heating Services
GFT	Gas Fill and Test
GSIUR	Gas Safety Installation and Use Regulations
GVM	Gross Vehicle Mass
GVW	Gross Vehicle Weight (Same As GVM)
H&WB	Health and Wellbeing
HA	Housing Application
HAF	Housing Application Form
HB	Housing Benefit
HCA	Homes and Communities Agency
HEDNA	Housing Economic and Development Needs Assessment
HHSRS	Home Health and Safety Rating System
HMO	House in Multiple Occupation
Hol	Housing Online
HPO	Homelessness Prevention Officer
HR	Human Resources
HRA	Housing Revenue Account
HSE	Health and Safety Environment
IMD	Index of Multiple Deprivation
IMT	Income Management Team
KPI	Key Performance Indicator
LA	Local Authority
LAC	Looked After Children
LAHS	Local Authority Housing Statistics
LHA	Local Housing Allowance
LSOA	Lower Super Output Area
MAM	Maximum Authorised Mass (Same As GVM)
MCHLG	Ministry of Housing and Local Government
MHCLG	Ministry of Housing, Communities, And Local Government
MS	Method Statement
MSO	Multi Skilled Operative
MSOA	Middle Layer Super Output Area
NOSP	Notices of Seeking Possession
NOX	Nitrogen Oxides
NPPF	National Planning Policy Framework

Acronym	Meaning
ONS	Office Of National Statistics
OOH	Out of Hours
OR	Outreach
OT	Occupational Therapist
PATS	Passenger and Transport Services
PI	Performance Indicator
PIE	Psychologically Informed Environments
PLT	Property Lettings Team
PRS	Private Rented Sector
PSL	Private Sector Leasing scheme whereby private sector properties are leased by the council for use as temporary accommodation for homeless households.
QC	Quality Check
R&M	Repairs and Maintenance
RA	Residents Association
RA	Risk Assessment
RD	Revolving Door
RMA	Rent Management Advisor
RSI	Rough Sleeping Initiative
RSL / HA / RP	Registered Social Landlord / Housing Association / Registered Provider
RTB	Right to Buy
RTL	Repairs Team Leader
RTL	Ready to Let
SEN	Special Educational Needs
SEND	Special Educational Needs and Disabilities
SH	Sheltered Housing
SLS	Selective Licencing Scheme
STAR	Supporting Tenants and Residents Team
T&L	Tenants and Leaseholders
TA	Tenants Association
TA	Temporary Accommodation
TARA	Tenants and Residents Association
TARS	Tenants Advice and Repairs Service line
TBC	To be confirmed
TC	Traffic Commissioner
UC	Universal Credit
ULEV	Ultra-Low Emission Vehicle
VED	Vehicle Excise Duty
VPLS	Voids and Property Lettings Service
VT	Voids Technician
WIP	Work in Progress
YTD	Year to Date

PUBLIC SESSION

AGENDA

FIRE/EMERGENCY EVACUATION

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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 10 January 2022 are attached, and Members are asked to confirm them as a correct record.

4. CHAIR'S ANNOUNCEMENTS

5. PETITIONS

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

6. 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.

7. HOUSING CRISIS

Appendix B

The Director of Housing submits a report, which sets out the implications of the housing crisis both nationally and specifically to Leicester.

8. ENVIRONMENTAL BUDGET 2022/2023

Appendix C

The Director of Housing submits a report, which outlines how the Environmental Budget will fund improvements on estates across the city in 2022/2023.

9. BUILDING SAFETY BILL (INCLUDING SAFETY COMPLIANCE)

Appendix D

The Director of Housing submits a report, which describes the measures in place to ensure the safety of tenants, staff and contractors and provides an update on work relating to water hygiene, asbestos and fire safety.

10. RETROFIT AND CARBON REDUCTION UPDATE

Appendix E

The Director of Housing submits a report, which provides an update on Retrofit and Carbon Reduction.

11. GOSCOTE HOUSE DEMOLITION AND INSTALLATION OF SPRINKLERS - UPDATE

Appendix F

The Director of Housing submits a report, which provides an update on the demolition of Goscote House and the installation of sprinkler systems in tower blocks.

12. HOUSING ONLINE REPAIRS

Appendix G

The Director of Housing submits a report, which outlines the current position of the online provision for Housing repairs services.

13. WORK PROGRAMME

Appendix H

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

14. ANY OTHER URGENT BUSINESS

Appendix A

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: MONDAY, 10 JANUARY 2022 at 5:30 pm

P R E S E N T :

Councillor Westley (Chair)
Councillor Chamund (Vice Chair)

Councillor Ali Councillor Aqbany
Councillor Byrne Councillor Gee
Councillor Rahman

In Attendance:

Councillor Cutkelvin – Assistant City Mayor (Housing and Education)

* * * * * * * *

Prior to the commencement of the formal business of the meeting, the Commission observed a minutes silence in reflection of the recent sad loss of Councillor Govind.

58. APOLOGIES FOR ABSENCE

There were no apologies for absence.

59. DECLARATIONS OF INTEREST

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

The Vice-Chair declared an interest as a member of her family lived in Council accommodation.

Councillor Aqbany declared an interest as members of his family lived in Council accommodation.

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

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

60. MINUTES OF THE PREVIOUS MEETING

The Assistant City Mayor (Housing and Education) advised that in respect of the Empty Homes Update item, the enhanced legislative powers would be 'welcomed' and not 'expected' as recorded in the Minutes.

AGREED:

That subject to the above clarification, the Minutes of the meeting of the Housing Scrutiny Commission held on 29 November 2021 be confirmed as a correct record.

61. CHAIR'S ANNOUNCEMENTS

The Chair referred to the attendance of Jerry Connolly (Scrutiny Policy Officer) following a period of absence, having recovered from serious illness. Jerry was welcomed back to his role in supporting the work of the Commission and thanks were expressed to Francis Connolly (Scrutiny Support manager) for his work during Jerry's absence, on the Anti-Social Behaviour Review, which would be disused later on the agenda, and on the wider work of the Housing Scrutiny Commission.

The Chair also commented that in respect of the call in of the decision to acquire a portfolio of properties that will increase the Housing Revenue Account stock by 371 units of accommodation, this was submitted to Overview Select Committee (OSC) on 16 December 2021. It was reported that OSC did not require the Council to take any further or different actions than those already considered by the Executive and this Commission. The Chair welcomed that outcome.

62. PETITIONS

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

63. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

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

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

The Tenants' and Leaseholders' Forum Action and Decision Log from the meeting held on 25th November 2021, was submitted for information and comment.

The Chair expressed his thanks to the tenant representatives and officers for the report and it was acknowledged that a number of issues would be submitted to the Commission in due course, either directly or through separate reports as they develop.

AGREED:

That the actions and decisions arising from the Tenants' and Leaseholders' Forum meeting held on 25th November 2021 be received and noted.

65. TENANCY AND RENT SUPPORT

The Director of Housing submitted a report, which outlined the support offered and provided to Leicester City Council and HomeCome tenants. It was reported that support was provided by Homeless Services to applicants prior to a tenancy being offered.

The Tenancy Management and STAR service provided support to tenants usually once they were in their tenancy, to help them sustain and maintain their accommodation.

The Income Management Team (IMT) supported tenants in paying their rent and claiming benefits in order to help them sustain their tenancies.

In respect of income management, it was noted that arrears prevention was a top priority for IMT, and staff were highly trained in a range of areas including Welfare Benefit regulations, the legal framework for rent recovery and the sensitive approaches to debt collection.

It was reported that in preparation for a Rent Management Advisor pilot scheme, staff had undertaken specialist training, delivered by external partners which supplied them with the right skills and knowledge to enable them to support Council tenants. A procedure for the pilot was also designed to help provide a framework and outlined responsibilities and expectations. For each referral a support plan had been designed which mapped out the support required and timescales to deliver the actions. This could only be designed for those tenants that engaged with the service.

The Chair asked the Assistant City Mayor (Housing and Education) to comment. Councillor Cutkelvin advised that she did receive regular updates, and that individual cases were often considered to ensure that appropriate action was taken.

It was noted that the levels of need and complexity of cases were increasing, due to austerity and the international pandemic. Tenants' job insecurity and isolation had meant that it was difficult for some individuals to receive external support, leading to the service being under increased demand and pressure.

In response to questions from Commission members, it was confirmed that the changes in staffing and responsibilities had allowed for the IMT to be best placed to deal with income collection. The STAR service had seen the demand and number of cases increasing and dealt with the most vulnerable and more complex cases. The assessment criteria was defined, which demonstrated the prioritisation policy to ensure that people in need did receive help, despite the ongoing housing shortage.

The Chair referred to the increasing support needs and access to services to cope with living independently, and that social housing was prioritised and allocated to applicants in the greatest housing need. It was noted that there were now more vulnerable people being rehoused from challenging backgrounds and that the profile of tenants has changed with people often having multiple support needs. It was also acknowledged that with the 'Everyone in Initiative' there had been an increase in people being re-housed who had complex needs.

It was suggested by the Chair that the Tenancy Support Procedure be scheduled as an update report to the Work Programme.

AGREED:

That the report be noted and update on the Tenancy Support Procedure be added to the Work Programme.

66. HOUSING REVENUE ACCOUNT BUDGET (INCLUDING CAPITAL PROGRAMME)

The Director of Housing submitted a report, which described the City Mayor's draft Housing budget for 2022/23, prior to consideration at Full Council on the 23 February 2022.

It was reported that the financial landscape of the four-year period from 2016 to 2020 had been dominated by the Government requirement that rents be reduced by 1% each year. Despite this pressure, the HRA delivered balanced budgets.

It was noted that for the 5 years from 2020 rents the Council are permitted to increase by up to CPI+1% and whilst that relaxation would help to sustain a financially viable HRA and support investment in the housing stock, the continuing impact of Right to Buy (RTB) sales on rental income persisted.

The Chair commented on the Government's policy and referred to the increased pressure on tenants, including rising cost of living expenses, fuel prices and inflation, leading to increased poverty.

The Assistant City Mayor (Housing and Education) was invited to comment.

Councillor Cutkelvin referred to the difficult outcome and reluctance to propose a 4.1% rent increase and stated that this had been the third year that such difficult and challenging decisions had been necessary, due to Government policy. In terms of consultation with the Tenants and Leaseholders Forum it was confirmed that although not in favour of the proposed core rent increase, there had been no suggestions or proposals of reduced services to allow for a reduced rent increase. This situation was acknowledged by Commission members and would be explained further in the pending presentation to be given by the Director of Housing.

The Director of Housing then gave a presentation, which identified a proposed core rent increase of 4.1% and confirmed previous increases in 2020/21 of 2.7% and in 2021/22 of 1.5%. It was noted that this was an average rent increase of £3 per week. In this regard the Director of Housing pointed out that 50% of tenants were on full Housing Benefit / Universal Credit (HB / UC), and 20% of tenants were on partial HB / UC.

The ongoing significant provision offered to ensure tenancy sustainment support through the Income Management Team, Rent Management Advisors, Housing Officers, welfare visits and ASB, STAR and Discretionary Housing Payments were welcomed and noted.

The tenure comparison with the average rents nationally and with other East Midlands Authorities were presented and it was noted that Leicester's position remained favourable as one of the most inexpensive authorities.

In terms of the equivalents and reduction in the proposal to 3.1% were described and it was noted that this would result in a loss of £675k to the HRA each year, with a total loss of £22m in 30 years.

It was reported and noted that the impact could be:

- 85 fewer new roofs each year, or
- 125 fewer kitchens and bathrooms each year, or
- 250 fewer boilers per year, or
- 17 less repairs operatives, or
- 15.5 less Housing Officers

The impact on garages, service charges and hostel rents and the district heating charges were also reported, it being noted that over 2,400 tenants and 800 leaseholders were on the district heating scheme. A considerable increase in energy wholesale prices nationally with a 20% increase in energy bills, due to advanced purchasing proposed 7.29% increase for district heating charges was proposed, with an average increase of £1 per week to tenant's bills.

In terms of the proposed changes to the Capital Programme the budgets concerning kitchen and bathroom replacements, boiler replacements and window and door replacements were noted.

Further projects concerning door entry system upgrades (to be suspended) district heating maintenance and communal and environmental works were described and accepted. In respect of future works and projects into 2022/23, details were provided of adaptations for incoming tenants, fire risk work, property conversions and extensions, affordable Housing Programme, and the Dawn Centre reconfiguration.

As reported previously by the Assistant City Mayor (Housing and Education), the Tenants Forum feedback had suggested that the proposed rent increase of 4.1% was too high, although support was given the proposed Garage (4.1%) and service charges (2%) increases. To mitigate a lower rent increase, it had been suggested that garage rents could be increased.

The Director of Housing provided details on the minor impact this would have, given the number of garages in the Council's ownership, compared to the much greater housing stock.

In concluding the presentation, it was confirmed that the report would be submitted to Overview Select Committee on 10 February 2022, prior to Full Council on 23 February 2022.

Councillor Byrne left the meeting at 6.20 pm and indicated her support to the recommendations to increase the rent and service charges.

Councillor Ali left the meeting at 6.48 pm and indicated her support to the recommendations to increase the rent and service charges.

AGREED:

To support the recommendation to Full Council to:

1. Note the financial pressures on the HRA and comment on the proposals for delivering a balanced budget;
2. Note the comments from the Tenants' and Leaseholders' Forum at Appendix G, the Housing Scrutiny Commission at Appendix H, and the Overview Select Committee at Appendix I;
3. Approve the Housing Revenue and Capital budgets for 2022/23;
4. Approve rent and service charge changes for 2022/23 as follows:
 - i. 4.1% increase to core rent;
 - ii. 4.1% increase to garage rent;
 - iii. 2.5% increase to Hostel rent and service charges;
 - iv. 7.29% increase in District Heating charges;
 - v. 2.0% increase to all other service charges;

5. Note the equality impact assessment of the proposed revenue and capital reductions required to present a balanced budget, at Appendix J;
6. Note that the scheme of virement (included within the General Fund Revenue Budget report which is also on your agenda) applies also to the HRA budget with total expenditure and total income acting as budget ceilings for this purpose;
7. Note that the capital strategy in that report applies also to the HRA; agree that the delegations and determinations applicable to the main capital programme (which is also on your agenda) shall also apply to the capital programme in this report.

67. FINAL REPORT OF THE HOUSING TASK GROUP: EXAMINING THE PROPOSAL TO ESTABLISH A CENTRAL HOUSING ANTI-SOCIAL BEHAVIOUR TEAM

The Chair presented the final report of the Housing Task Group “Examining the Proposal to Establish a Central Housing Anti-Social Behaviour (ASB) Team”.

He commented on the previous discussions concerning the review which arose from previous scrutiny on the proposal, where it was felt that much more detail was required for the Commission to be able to provide a viewpoint.

It was noted that previously, the Commission had made clear the requirement of officers thanks were expressed to those the staff within the Directorate and from CrASBU for the information they had provided and for their level of engagement in the work. It was noted that there was also input from other key witnesses including tenant representatives and the police and thanks were also extended to those partners.

It was reported that 11 recommendations had been formed, which would provide ongoing confidence in addressing the needs of tenants faced with ASB, and the recommendations were seen as helpful and were strongly considered for when the new structure was being finalised.

The Chair asked the Assistant City Mayor (Housing and Education) to comment

Councillor Cutkelvin reiterated thanks to those involved in and emphasised the importance of monitoring the impacts of the review’s recommendations. Reference was made to debate earlier in the meeting where the instances and reports of ASB were increasing.

The Director of Housing commented that the recommendations of the review and confirmed that the reconfiguration to ensure that services were appropriate were welcomed. In response to a question, the Director clarified that separate staff structures of CrASBU team and members of his staff.

AGREED:

That the final report of the Housing Task Group: "Examining the Proposal to Establish a Central Housing Anti-Social Behaviour (ASB) Team" be endorsed for onward submission to City Mayor Briefing

68. WORK PROGRAMME

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

a) Housing Crisis

The Assistant City Mayor (Housing and Education) asked to add the housing crisis as a future item for discussion, as it was noted that some authorities had formally declared a housing crisis and had made representations to Government. The potential for a Motion being put to Council was recognised.

b) Succession Rights

The Chair asked that an item be added concerning 'Succession Rights' and suggested that a Task Group be established.

AGREED:

1. That the Work Programme be noted.
2. That a Task Group be established to consider 'Succession Rights', comprising; Councillor Rahman (Chair), and Councillors Gee and Chamund. Other Commission members would be invited to join the Task Group in due course.

69. CLOSE OF MEETING

The meeting closed at 7.05pm.



Housing Crisis

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author:
- Author contact details:
- Report version number: 1.1

1. Summary

- 1.1 This report sets out the Housing crisis that is going on in this country and in Leicester.
- 1.2 The report guides you through why the Country is facing a Housing crisis and how the changing face of Housing in this country and this City mean that for many Home ownership is not even a dream, renting in the ballooning private rented sector is unaffordable and the severe lack of truly affordable homes is placing peoples finances, health and wellbeing at serious risk.
- 1.3 This report contains and covers;
- The Changing face of Housing in this country and Leicester (3.2 & 4.1)
 - The Affordability of Housing (3.3 & 4.2)
 - Homelessness (3.4 & 4.3)
 - Collapse in the supply of truly affordable homes (3.5 & 4.4)
 - The Council's efforts to tackle the Housing Challenges
- 1.4 The report is intended to drive national policy change and alongside this be clear about local commitments to address the Housing crisis.

2. Recommended action

- 2.1 That the Housing Scrutiny Commission note the urgency of action on the Housing crisis and in response set up a task group to determine clear asks of central government and the local authority.

3 Background – The National Context

- 3.1.1 The Office for National Statistics (ONS) reports that there will be a population increase of 11 million over the next 2 decades. People are growing older and living longer. It is estimated that over the coming years the population of over 65's will increase by 7 million.
- 3.1.2 2.9 million people aged 20-34 are living with parents and for many home ownership is no longer a tenure of choice or aspiration and the private rented sector is often the only choice for newly forming households which is producing "generation rent".
- 3.1.3 The English Housing survey 2016/2017 reports that "While the under 35s have always been overrepresented in the private rented sector, over the last decade or so the increase in the proportion of such households in the Private Rented Sector has been

particularly pronounced. In 2006-07, 27% of those aged 25-34 lived in the private rented sector. By 2016-17 this had increased to 46%.

3.1.4 Over the same period, the proportion of 25-34 year olds in owner occupation decreased from 57% to 37%. In other words, households aged 25-34 are more likely to be renting privately than buying their own home.

3.1.5 In 2016/2017 5% of households in the Private Rented Sector were living in over-crowded accommodation.

3.1.6 The supply of truly affordable homes for rent still falls well short of what was delivered historically to meet the needs of the population living in inadequate housing and for whom buying remains a distant dream. Research by the Centre for Social Justice found that;

- tonight, over 90,000 families and more than 120,000 children will go to sleep in 'temporary accommodation' (including bed and breakfasts), with serious implications for health and education;
- over two thirds (69 per cent) of private renters in the lower two income quintiles spend 30 per cent or more of their disposable income on rent, representing 1.2 million households;
- an estimated 150,000 properties see parents sharing a bedroom with their children;
- high housing costs have critically undermined the impact of positive government initiatives to raise incomes among lower earners (such as increasing the minimum wage and personal tax allowance), constituting a key driver of 'in-work poverty'; and
- 60 per cent of private renters have less than £100 in savings, making even low-cost home ownership affordable housing products (such as Shared Ownership or First Homes) unattainable.

3.1.7 The fiscal consequences of this hidden crisis are just as stark, as housing benefit spending has risen dramatically to account for systemic changes in the way our nation is housed. With more reliance on the ballooning private rented sector to house lower earners, expenditure on housing benefits is forecast to be £30.3 billion by 2021-22 – more than double the total government grant allocated for new affordable housing until 2026, in just one year. While the total benefit expenditure is higher overall in the social rented sector, the spending is considerably higher per home in the private rented sector.

3.1.8 Two million adults in Britain say they've faced discrimination when looking for a home. If you're Black or Asian, gay or bisexual, disabled, or a single mum, the housing crisis is much more likely to impact you. Structural racism and discrimination mean the odds are stacked. For example, many marginalised groups are more likely to be on a low income, so are forced into unsuitable homes. The government's 'no recourse to public funds' policy stops many migrants from accessing Universal Credit and homelessness assistance, and disproportionately affects people of colour. And 'No DSS' policies and practices from private landlords and letting agents create huge barriers to accessing private rented homes. This discrimination is more likely to affect women, disabled people and Black and Bangladeshi families.

3.1.9 Nearly 1.4 million people are affected by the 'no recourse to public funds' policy. No recourse to public funds stops migrants with time-limited leave to remain in the UK from accessing statutory homelessness assistance or welfare benefits. The policy disproportionately hits people of colour and is directly responsible for forcing people into homelessness.

3.2 The Changing Face of Housing

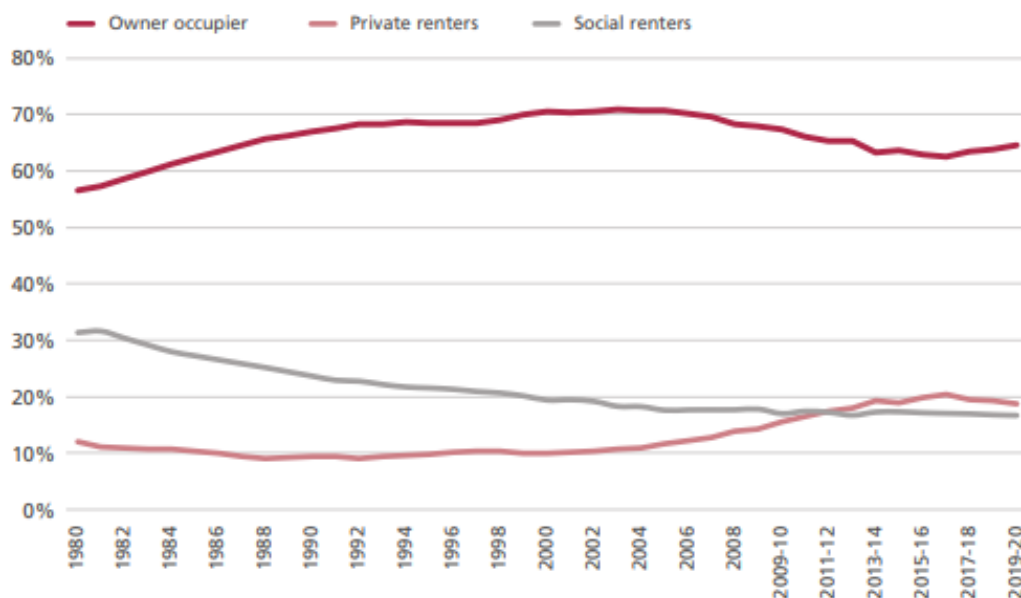
3.2.1 Housing tenure has changed significantly exposing the underbelly of the housing crisis means appreciating the extent to which housing in England has changed in recent decades.

3.2.2 Over the course of the twentieth century, English society transformed from one primarily composed of private renters in the Edwardian era to one of 'mass homeownership'. But while owner-occupancy remains the most common housing tenure (at 65 per cent of households), recent decades have seen seismic shifts in the rented sectors of the housing system.

3.2.3 In the early 1980s, just under a third (31.7 per cent) of households lived in homes let by either a council or a housing association. Today this has fallen to 16.7 per cent, the social rented sector having contracted from 5.4 million households to 4 million. Over the same period we have seen explosive growth in the private rented sector (PRS). Where this accommodated just one in ten households in the early 1980s, the PRS has since doubled to house nearly one in five (19 per cent). This represents an increase of 2.4 million households since 2000.

Figure 1. Trends in tenure (%), 1980 to 2019–20 Source: English Housing Survey

Figure 1. Trends in tenure (%), 1980 to 2019–20



Source: English Housing Survey

3.2.4 A large proportion of the growth of the PRS can be explained by the increase in 'would-be homebuyers' spending more time renting: in 2004, 9 per cent of those aged 34–

44 lived in the private rented sector; by 2020 this had tripled to 27 per cent. Meanwhile, the rate of owner occupancy in this age band fell from 74 per cent to 56 per cent.

3.2.5 Yet a less remarked upon driver of growth in the PRS has been the influx of those on low to modest incomes who might once have lived in a council or housing association home, but now struggle to access social housing due to the limited, shrinking stock and increased demand. Today, 1.15 million households sit on official social housing waiting lists; the Local Government Association estimate that this could double to two million as economic impact of Covid-19 continues to materialise.

3.2.6 As such, the PRS now accounts for a much larger proportion of people living in 'relative low income' – that is, below 60 per cent of the median income. The tenure shift for this group has been particularly stark: in 2000, social rented housing provided 40 per cent of homes for those of working age on relative low incomes while the PRS housed 18 per cent. By 2020, the number of working age households on relative low incomes living in social rented housing had fallen to 33 per cent while the PRS had grown to 32 per cent.

3.2.7 There are now 1.6 million families raising children and 371,000 older households living in the PRS. It is the case that the private rented sector is much more expensive than other tenures. As such, the tenure shift described above has had profound implications for both the costs of living for people on low incomes and the Government's welfare expenditure as this group is supported through housing benefits.

3.2.8 43% of families worry about their landlord ending their contract early, and section 21 means this is a constant possibility. Moving is expensive, you might lose your deposit, you have to pay moving costs, and rents might have risen since you last moved, so you might have to move away, or into a smaller place. Living in an insecure home has an impact on mental health. Children who moved once in the past year were almost 50% more likely to have lower wellbeing than those who hadn't. Chronic instability is particularly detrimental to children, affecting cognitive skills, academic achievement, social competence and behaviour. Children living in private rents and homeless accommodation may have to move frequently (as many as 5-10 times), disrupting their education and affecting their grades. Government research found that frequent movers are significantly less likely to obtain five A*-C GCSEs, or to be registered with a GP. Our broken private renting system is overdue serious reform.

3.3 Affordability of Housing

3.3.1 A 2019 study by the Institute for Fiscal Studies found housing costs to have undermined positive steps to increase incomes in recent years, such as rising minimum wage levels. It concluded: 'the factor that has increased in-work poverty the most has been increased housing costs for lower income households compared to higher income households.'

3.3.2 The latest research on housing affordability among low-income private renters has been conducted by the Joseph Rowntree Foundation (JRF). Focusing on 1.8 million low-income private renting households, they have found that 55 per cent of these – close to one million – are struggling to afford their rents. Of these households, 624,000 have rents which are 'unaffordable' where this is defined as spending more than 30 per cent of household income on costs of accommodation (a widely-accepted definition). Crucially, this is measured after housing benefit is factored in. More than a fifth (22 per cent) of the overall group (and more than half of the group whose rents are unaffordable) in fact spend

40 per cent or more of net income on housing costs, representing a major squeeze on household budgets.

3.3.3 In addition to those whose rents are formally ‘unaffordable’, many experience ‘affordability pressures’. This means that although they spend less than 30% of household income on rental costs (after housing benefit), their gross rental levels are disproportionately high as compared to their incomes. The JRF point out that those in this group have incomes that are so low that ‘the vast majority of this group are in [relative] poverty after housing costs’.

3.3.4 Looking at the issue of work and housing affordability, the JRF analysis further bolsters the evidence that housing costs are undermining the financial benefits of employment for many low-income families. They note that ‘748,000 families who cannot afford their rent have one or more adult in work, two-thirds of whom work full-time’. This means that ‘four in five low income, private renting households who are in work find too much of their earnings are eaten up by high rents’.

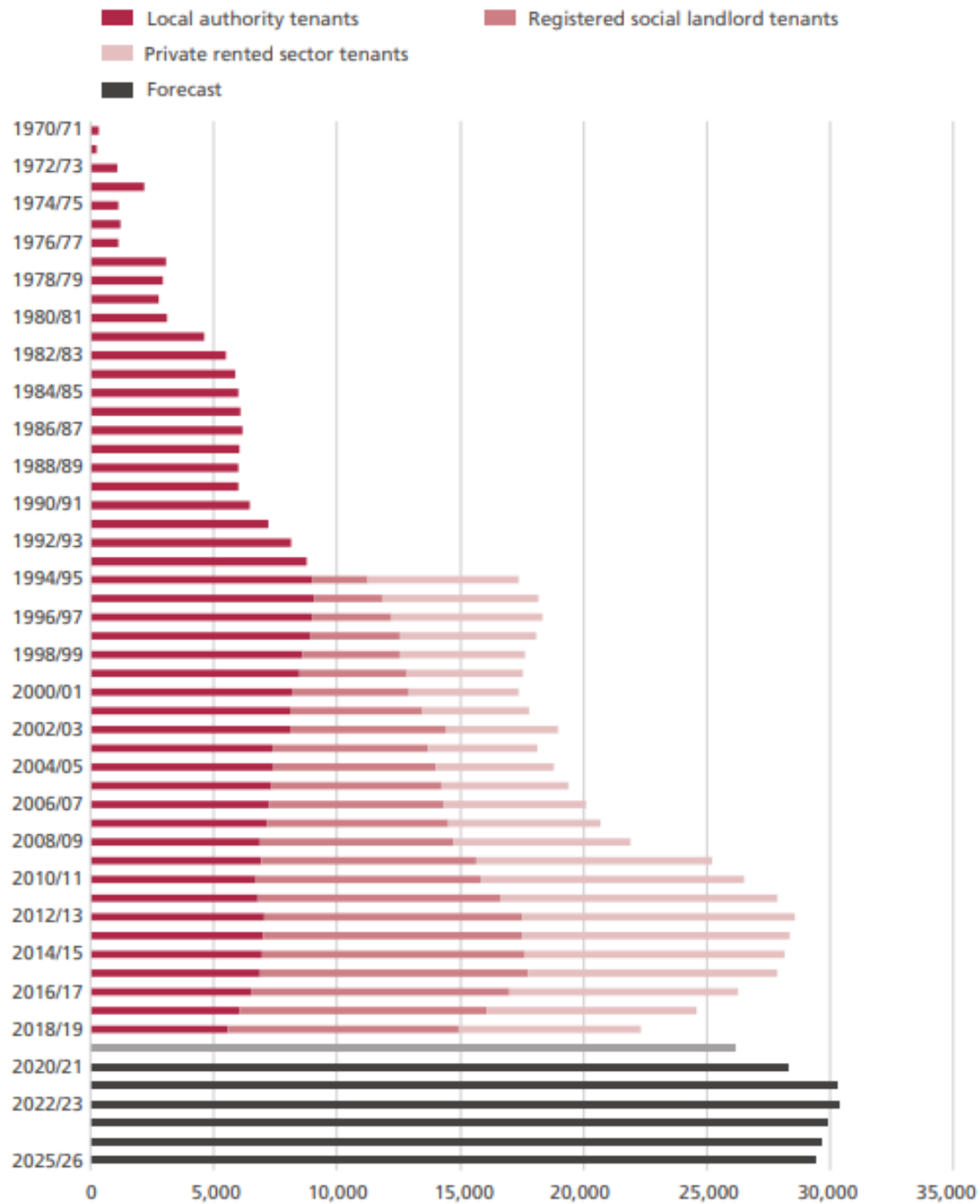
3.3.5 One might think that affordability issues are at their most acute in London and the South East of England where rental costs tend to be highest, but the JRF analysis shows that high numbers of private renters with low incomes in the North and **Midlands** are still facing ‘substantial affordability pressures’. They point out that the differences in rental costs between north and south are also counterbalanced by the fact that, among privately renting households, a substantially larger proportion are on low incomes in the north than in the south: 55 per cent in the North and **48 per cent in the Midlands**, as compared to 35 per cent in the South and 25 per cent in London. Housing affordability must be understood as a crucial component of regional inequality in the UK today.

3.3.6 In recent decades government have decided to reduce the supply of low-cost rented homes on the supply-side and shift the primary source of government intervention to the demand-side, in the form of housing benefit.

3.3.7 As the number of low-income households living in the private rented sector has grown dramatically, this has contributed extraordinary and highly inefficient costs to the welfare system. The ‘strain’ taken by housing benefit as the supply of truly affordable homes has collapsed (see below, Figure 3) hit £26.1 billion in 2020. For context, this represents four times the Government’s budget for building homes in the same year – or twice the national police budget.

3.3.8 By 2021, in the fallout of the pandemic, this had risen to ‘almost’ £30 billion according to the Department for Work and Pensions. Critically, housing benefit is on average 25 per cent more expensive in the private rented sector than the social rented sector. The annual housing benefit spend on private rented housing support more than doubled to £9.3 billion in the 10 years between 2005–06 and 2015–16 as the sector grew. This has averaged approximately £8 billion every year thereafter. While data is not available for 2020–21, housing benefit spending on the PRS this year is likely to exceed £10 billion – a record high. Housing benefit spent on private rents exits the public purse in the form of an income transfer to private landlords, critically producing scant additional housing in the process, whereas spending directed at social landlords is reinvested into the construction of new homes. It has been estimated that every new social home built realises £780 in annual housing benefit savings.

Figure 3. Housing benefit expenditure (£ million real terms)



Source: DWP, Benefit Expenditure Caseload Tables, Outturn and Forecast: Spring Budget 2021

3.3.9 Consequently, private renters are growing as a proportion of the claimant population. In 2019, around a fifth of existing benefit claimants were renting in the private rented sector where rents are high – often surpassing housing benefit allowances and passing on high housing costs to low-income tenants. This has risen to a third after Covid-19. Given the rising number of older private renters – and families renting for longer periods. The Government has been warned by internal forecasters that the total bill could reach £50 billion by 2050.

3.3.10 Housing benefit plays an important role in support families with the high costs of the private rental market as seen above. However, its role in taking the strain of the profound growth of the PRS fuelled by lower-income households is unsustainable and fiscally inefficient. Whilst it is true that public spending on housing costs are still larger in the social rented sector, crucially, as mentioned, the significant difference is that public funds spent in the social rented sector tend to produce additional social housing, marking a significant difference between the sectors.

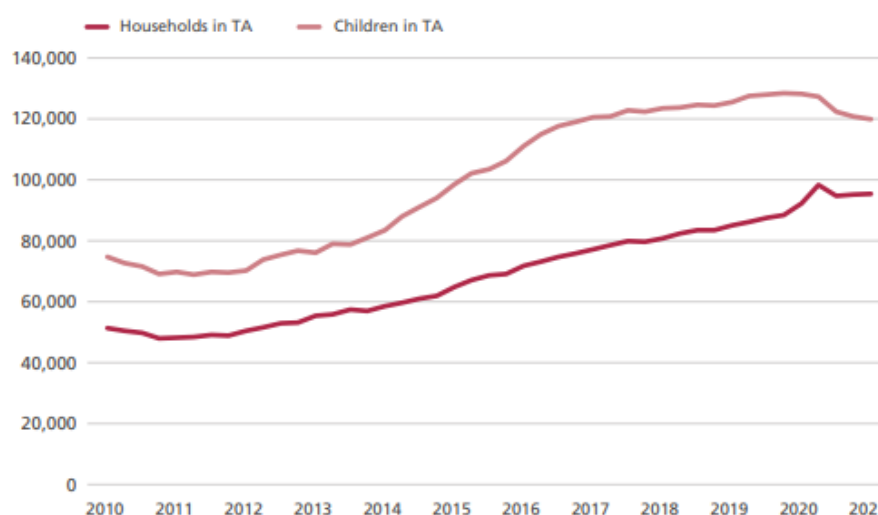
3.3.11 The hidden housing crisis far from excluding people from home ownership alone carries with it a range of social, economic, and fiscal costs. These are holding back the gains of employment and making it harder for families to reverse the pathways to poverty. But we have also found ourselves with a deeply inefficient reliance on housing benefit.

3.4 Homelessness

3.4.1 At the sharpest edge of the hidden housing crisis are those without a home at all. A key consequence of England's changing tenure balance has been the rapid increase in homelessness seen in recent years. Despite the effective 'Everyone In' programme, it remains the case that rough sleeping has risen at an alarming pace in the past decade. In 2019, the total rough sleeper count was 141 per cent higher than in 2010 with 4,266 sleepers on any given night. Recent government initiatives in response to the Covid-19 pandemic have brought the numbers of people sleeping rough down to the snapshot figure of 2,688 in those sleeping rough since last year.

3.4.2 Yet most people who are considered homeless are not sleeping rough on the street but are living in emergency or 'temporary' accommodation. This can range from temporary self-contained flats, to hostels with shared facilities, bed and breakfasts (B&Bs) or converted office blocks.

Figure 2. Households and children in temporary accommodation



Source: MHCLG, Statutory Homelessness Live table TA1

3.4.3 As a larger proportion of low-income households have experienced less secure and more expensive private rentals, official data shows that the termination of a private tenancy has become the principal trigger for statutory homelessness in England. In the

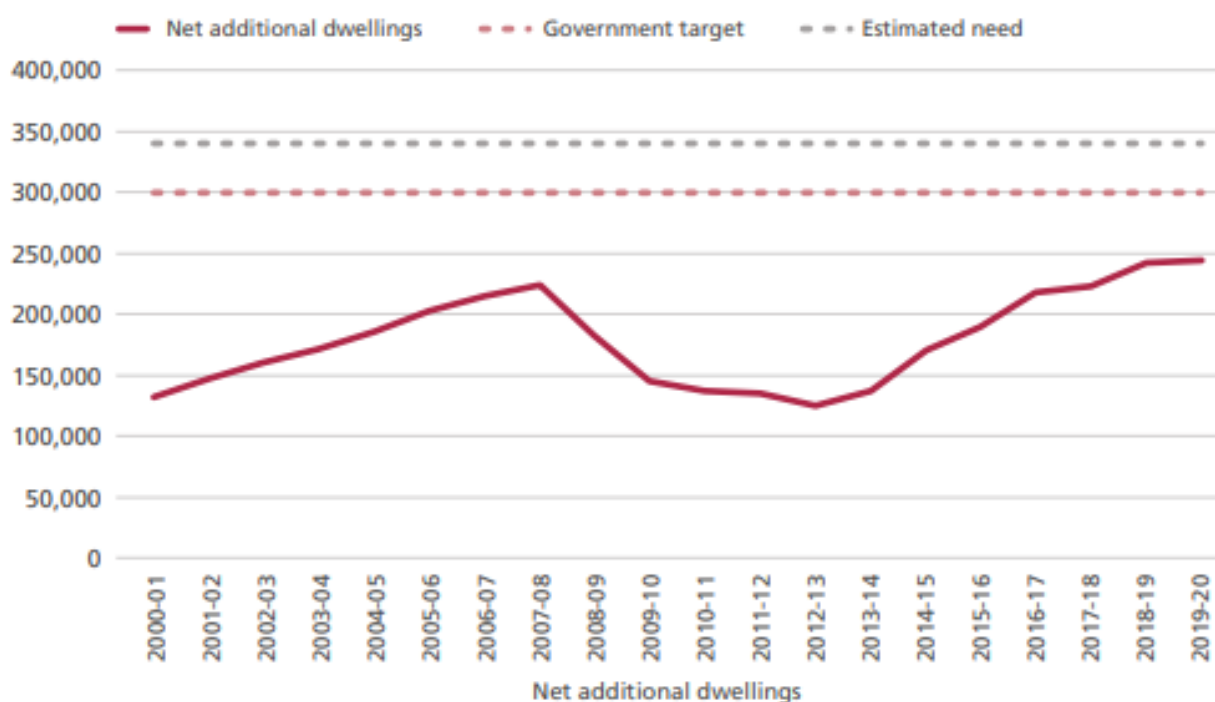
absence of sufficient social housing, the number of families housed in ‘temporary’ accommodation (including hotels and B&Bs) has reached 95,000, rising from 51,000 in 2010. Within these households are over 120,000 children, whose significantly worsened educational outcomes and mental health has been highlighted by the Children’s Commissioner as a consequence of the associated disturbance to their lives.

3.5 Collapse in the supply of truly affordable homes

3.5.1 The latest authoritative studies suggest there is ‘housing need’ of somewhere between 1–1.5 million homes, requiring the annual delivery of new homes to reach 340,000 per year until at least 2031 to account for new household formation, concealed households and the backlog of existing need for suitable housing.

3.5.2 Recent governments have adopted 300,000 new homes a year as a target (with varying degrees of formality). Net additional dwellings in 2019–20 reached 243,000, a record high since the millennium. Still, the long-held 300,000 a year target has not been achieved since 1969 (see Figures 4 and 5). Meanwhile there have been prolonged periods of limited supply, for example between 2001 and 2010 where an average of 144,000 new homes were completed annually – 100,000 fewer per year than in the 1970s. In addition, recent prolonged periods of low interest rates, as well as fiscal schemes to support new homeowners, have added pressure on the demand-side of the market as well.

Figure 4. Net additional homes and estimated ‘housing need’



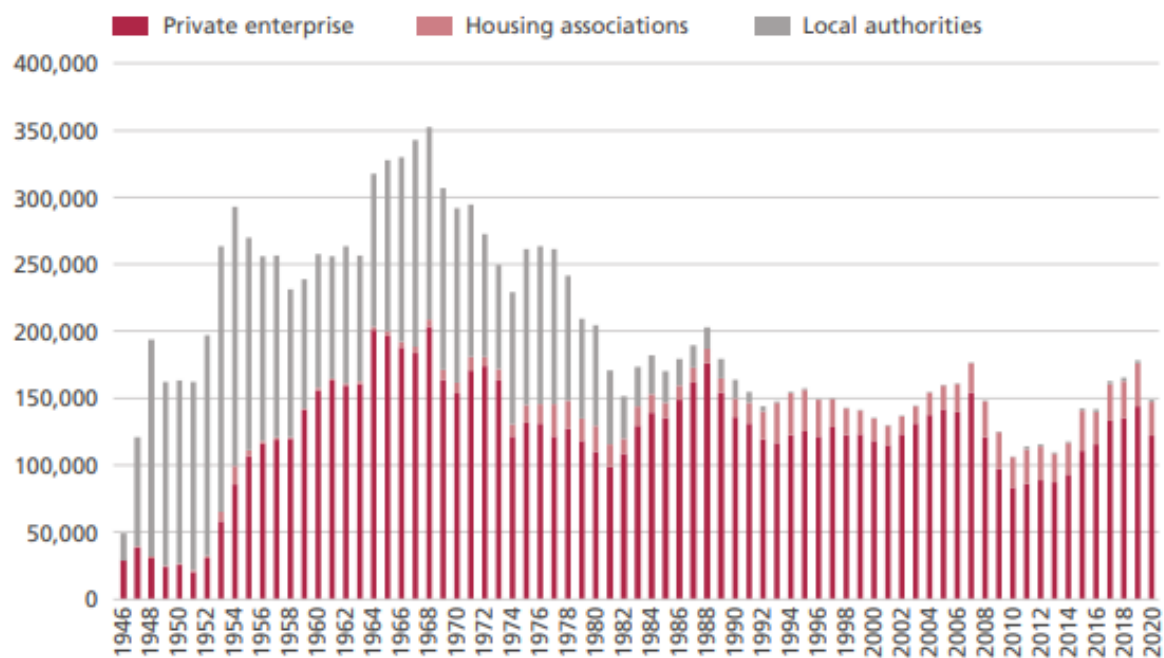
Source: MHCLG Live Table 120, ONS Household projections for England⁶¹

3.8.3 Focusing on the gross number of homes delivered does not tell us much about the types of homes being built, and for whom they best cater. For while additional housing supply at the higher end of the market can trickle down – eventually – to reduce demand at the lower end, the scale of need at the lower end of the market is so high that the

Government intervenes to support the delivery 'sub-market' or 'affordable homes' at reduced rents and prices. £11.5 billion in central government grant has been committed to the Affordable Homes Programme 2021–26.

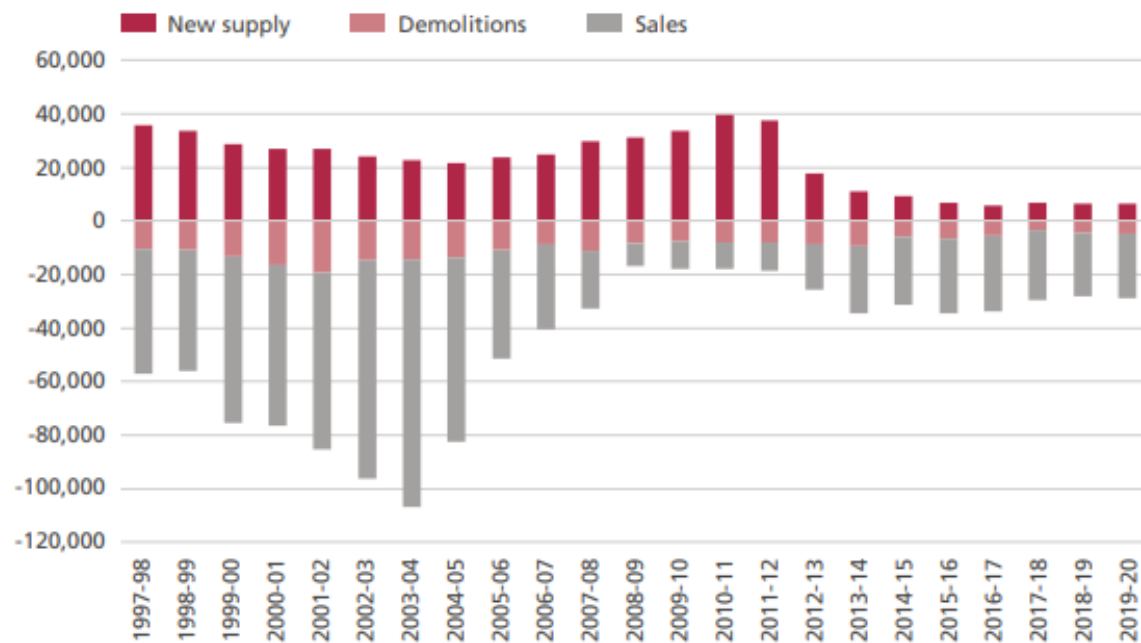
3.8.4 Historically, state intervention in delivering 'affordable housing' took the form of 'social housing' – provided by either local authorities or housing associations to meet the demand for affordable and secure housing at the lower end of the income distribution (see Figure 5). However, since the late 1980s there has been steep decline in the delivery of new social housebuilding. By 2019–20, social rented housing delivery was just over 6,600 while the Government has focused on the delivery of 'affordable rented' housing. Around 28,000 'affordable rented' homes (set at 80 per cent of market rents) were delivered in 2020, in contrast to the 40,000 social rented homes completed in 2010 and 100,000s built annually in the 1960s.

Figure 5. Permanent dwellings completed in England



Source: MHCLG Live Table 244

Figure 6. New supply, sales and demolitions of social rented housing in England



Source: MHCLG Live tables 1000c, 678 (sales) and 684 (demolitions)⁶⁷

3.8.5 Critically, while the supply of new social housing has collapsed, the existing stock is also shrinking rapidly. Sales, demolitions, and conversions from social rent to less affordable tenures, including private rent, mean that approximately 31,000 units of social housing are lost each year. Right to Buy has provided millions of social renters with a pathway to home ownership. However, the lack of a replacement for homes sold has denied thousands of others this transformative hand-up. When newly delivered social rented housing is factored in, we have still seen a net loss of around 17,000 social rented homes every year.

3.8.6 The impact of the lack of decent, affordable and secure housing goes far beyond reducing the amount of money households have to live on; this also has a wider social impact. The cost of housing is directly related to housing quality and standards. For many, being unable to afford decent housing means having to live in poor quality homes unfit for habitation or overcrowded conditions to reduce costs, to the detriment of physical and mental health. Analysis of the English Housing Survey shows that around one in nine children today – that is, 1.36 million – are living in over-crowded accommodation. An estimated 150,000 families with children in England share properties with just one bedroom. Nearly a quarter of private rented homes (23.3 per cent) are officially deemed ‘non-decent’ by Government (that is, falling short of required standards of health and safety, repair, and thermal adequacy), compared to 16.3 per cent of social rented homes and 12.3 per cent of owner-occupied homes.

3.8.7 There is increasingly strong evidence to show housing problems being linked to broader social issues such as family breakdown, low productivity, chronic ill-health, disrupted child development, poor educational outcomes, and problem debt. A study conducted by the JRF found that households on low incomes under the combined pressure of expensive rents and housing insecurity were more likely to respond poorly to ‘complex life events’ such as relationship breakdown, job insecurity, and the onset of poor health or caring responsibilities than those in stable and affordable housing. Yet the tenure

shift and attendant issues with housing affordability and quality is not only marked by its social impact, but also its fiscal consequences.

4. Detailed report – The Leicester Context

4.1 The Changing Face of Housing

4.1.1 Leicester City is the largest City in the immediate area of the East Midlands. It is a predominantly urban areas located in the centre of the County of Leicestershire.

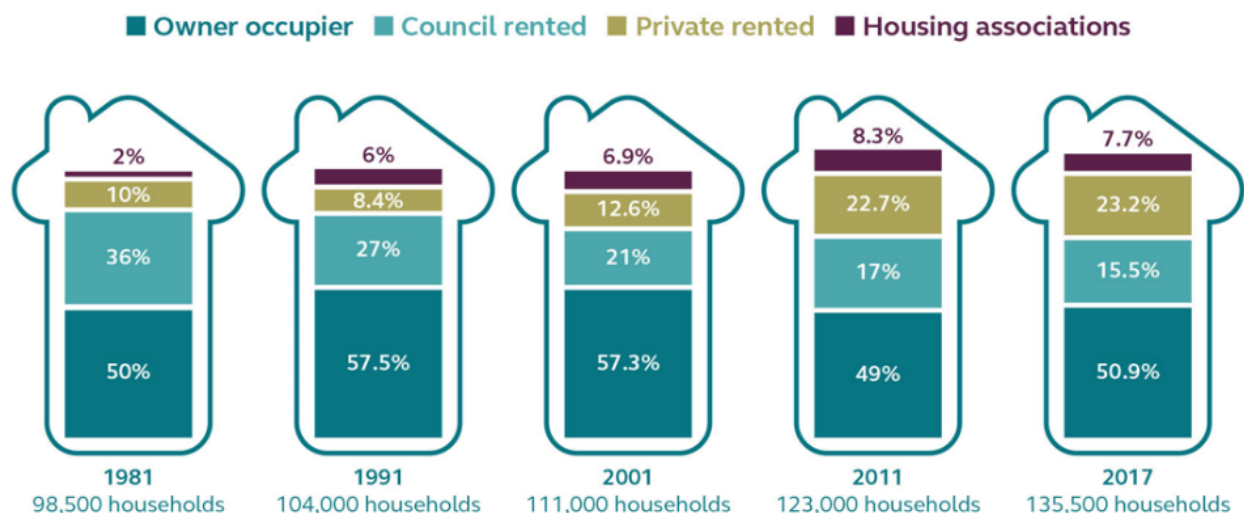
Figure 7

East Midlands City Populations				
Area	Status	Census 2001	Census 2011	Estimate 2019
Derby City	Unitary	221,708	248,752	257,302
Leicester City	Unitary	279,921	329,839	354,224
Nottingham City	Unitary	266,988	305,680	332,900

4.1.2 Leicester provides housing, employment, shopping, public administration, leisure and has three Hospitals and two Universities. The Universities had a combined student population of 43,100 students in the 2017/2018 academic year.

4.1.3 Leicester is a growing City as can be seen by the changing table set out below which demonstrates a continual growth in households and homes and the changing face of Housing over the years 1981 to 2017.

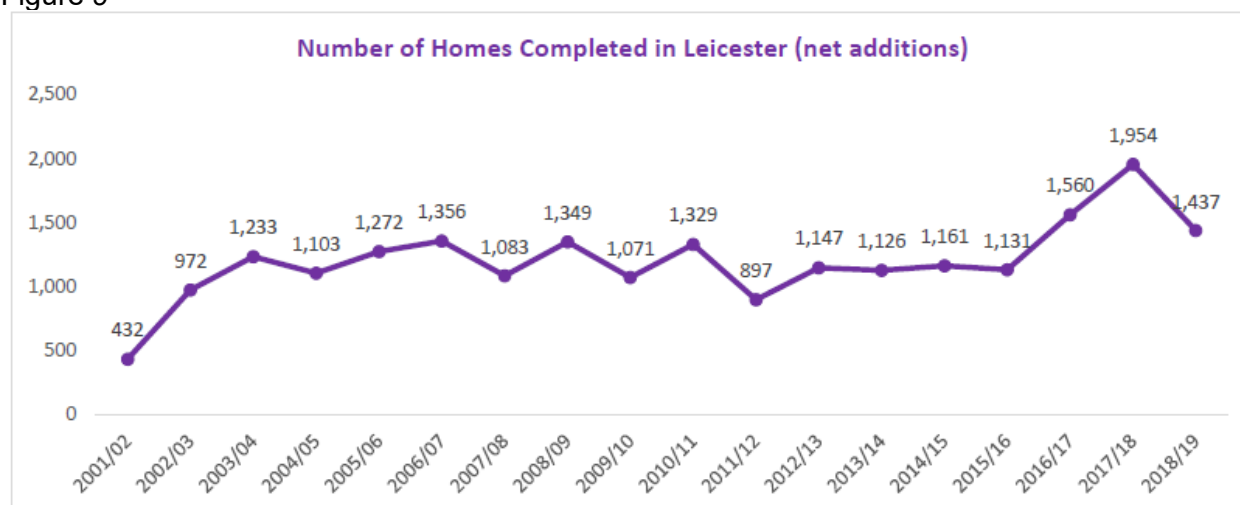
Figure 8



4.1.4 By 2021, a recent housing stock condition report for the City has been produced by the BRE which identified there are 142,379 dwellings in Leicester, 43% are owner occupied, 35% private rented and 22% social rented.

4.1.5 Delivery of new build homes in Leicester has increased since 2001 with a peak reached in 2017/18 of 1,954 new homes completed, with 1,437 delivered in 2018/19 and a 1,448 delivered in 2019/20.

Figure 9



Source: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/756098/Live_Table_123.xls

4.1.6 The City Council will have since the start of the manifesto period and up to the end of the current 21/22 financial period delivered over 1,250 additional Council homes spending £100m on the delivery of these additional Council properties. The Council now has a total of 20,011 council properties.

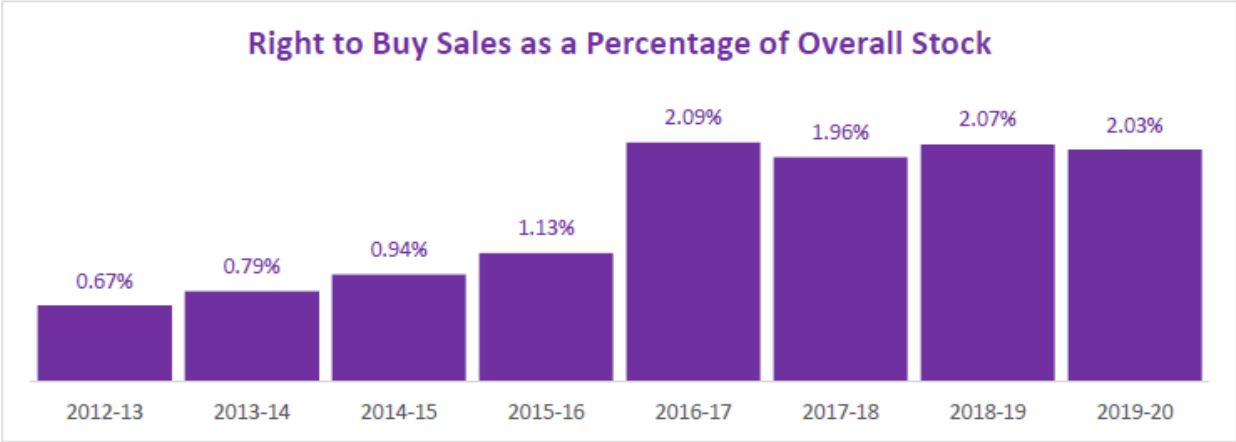
4.1.7 In Leicester, the latest available Housing Needs Assessment sets out a need for 33,840 new dwellings over the period 2020 to 2030 (1,734pa) for Leicestershire with 14,734 of these needed in Leicester. The Housing and Economic Development Needs Assessment (HEDNA) 2017 established that the city has a need for an additional 718 new Affordable Housing dwellings a year for the period 2020 -30.

4.1.8 Conversely to a growing Private Rented Sector, Leicester City Council's role as landlord is diminishing, from 36% of all dwellings in 1981, to 15.5% in 2017.

- i. Taken together, and additionally combined with market rent increases, puts huge demands on the city's social housing register.
- ii. Currently around 6000 households are waiting for accommodation on the register, with an average of just 1,200 lets each year. Furthermore, 2,600 households approached the authority as homeless, or at risk of homelessness, in 2020/2021.
- iii. Prioritisation by level of housing need ensures that those in greatest need have best access to limited stock, but waiting times are increasing year on year and not all households who apply to the register will be successful in realising an offer of accommodation.

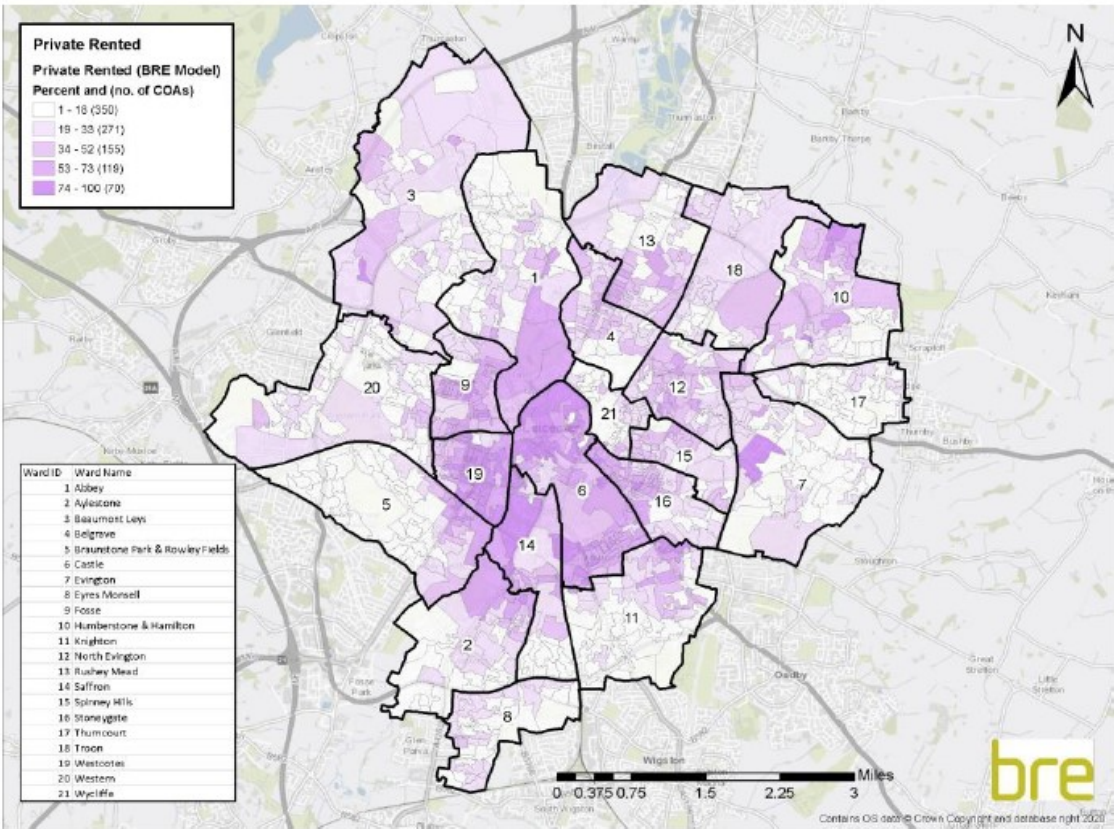
4.1.9 We still have the challenge that we continue to lose Council Housing stock through the right to buy. Since the 1980s the Council has lost over 14,000 homes. In 20/21 it lost another 409 properties or over 2% of stock. Leicester is the worst affected area against comparators. The City Council has lost 1,890 properties in the last 5 years.

Figure 10



4.1.10 Leicester growth since the 1980's with the Private Rented Sector across Leicester means it now stands at 35% (50,000) properties compared to the national average of 19%. A large portion of wards (19 out of 21) in Leicester have a percentage of Private Rented Sector dwellings greater than the national average. The map below illustrates the density of private rented property across Leicester City.

Figure 11



4.1.11 There are an estimated 9,649 Houses in Multiple Occupation in Leicester, of which approximately 2,249 potentially come under the mandatory licensing scheme; with 48% of

them in the Westcotes, Castle, Stoneygate and Fosse Wards. The proactive acquisition of this commissioned research data is feeding into the work of the Council's Private Rented Sector Team and their resourcing requirements to support the identification of any unlicensed property. It is also helping to inform the consideration of other discretionary licensing schemes.

4.1.12 The data from our housing condition report shows that the performance of the housing stock in Leicester compared to the English Housing Survey (EHS) average is generally worse with the exception of excess cold which is slightly better in Leicester.

4.1.13 Levels of all hazards and fall hazards are notably higher in Leicester, and the proportion of low income households is high compared to the England average. In Leicester, 17% of Private rented sector accommodation is believed to have category 1 hazards.

4.1.14 Compared to the regional average the picture is similar with Leicester generally performing worse with the exception of excess cold and fuel poverty.

4.1.15 Market rental prices in the East Midlands increased by 2.1% in the past 12 months¹ and are now on average 20-30% higher than Local Housing Allowance rates, creating a market that is difficult to access for those on low incomes, or those dependent on welfare benefits.

4.2 Affordability of Housing

4.2.1 Not all households have sufficient income to buy or rent a home in the private sector in Leicester that adequately meets their housing needs at acceptable standards.

4.2.2 Whilst Leicester's cheapest homes to buy or rent (those within the lower quartile of sale prices and private rents) might appear affordable compared with the city's average full-time resident earnings, they are not always affordable to those in the city with the lowest incomes.

4.2.3 In fact, recent research has concluded that Leicester has seen;

- An increase (ie worsening) in its housing affordability ratio;
- Leicester's level of unemployment (7.5%) is almost double the regional level;
- The city has a relatively high proportion of its population employed in Group 9 elementary occupations; Leicester's residents' earnings were the lowest in the Housing Market Area;
- Leicester's overcrowding rate (15.2%) was almost three times the regional figure (5.5%); between 2001 and 2011 there was an increase of almost 60% in the level of over-crowded households in Leicester – almost double the national growth;
- Leicester is the only authority across the HMA that has a higher rate of concealed and shared households than the regional and national average.

4.2.4 Affordable Housing itself includes several tenures including Intermediate Affordable Housing for sale, Intermediate Affordable Housing for rent and social/affordable rent. The

table below sets out even for 'Affordable Housing options' in Leicester, those with incomes in the lower or median quartiles still cannot afford many of these so called affordable options.

Figure 12

AFFORDABLE HOUSING OPTIONS	New households accessing at LHA rates	Lower quartile income	Median income
Starter homes	N/A	✗	✗
Intermediate (shared ownership/shared equity)	N/A	?	✓
Median private rented	✗	?	✓
Affordable social rents	✗	?	✓
Social rents	✓	✓	✓

KEY: □ should be able to access this housing option ; ✗ = unlikely to be able to access this housing option; ? = marginal that this housing option could be accessible; N/A = this housing option is not available

This table is based on resident based earnings and does not take into account that some households will use multiple incomes as part of a household to access housing that would otherwise be unaffordable to a single income (this can also be a barrier to access, where it causes a household to exceed the housing register income threshold). In addition to this, the requirement for different size homes will also impact on affordability.

Starter homes The income required in Leicester to access starter homes (HEDNA) is £26,100, while £22,199 is the median gross annual residence based earnings for Leicester, 2016. It is also not considered affordable for individuals whose income is in the lower quartile.

Intermediate options

The HEDNA estimates that an income of £16,800 is required to access this housing option. This is around the lower quartile income levels in Leicester (of £16,980) so may not be affordable to all households whose income is in the lower quartile.

Private renting

For individuals in Leicester who receive the gross median monthly salary, median rents in the private sector would make up 32% of their income. This figure is higher than that which the HEDNA considers to be a reasonable start point (25% of income) – however, the HEDNA suggests other sources (letting agencies and housing benefit calculations) raise this figure as high as 40%+. So, in this context, this option is considered affordable for individuals whose income is at median levels however it will become more unaffordable for those with lower incomes (estimated ratio of their earnings would be 39%). People on lower incomes may be able to access cheaper housing options in the private rented market. Private rented accommodation is not generally accessible to new households accessing at LHA rates – national survey showed that 63% of landlords would prefer not to let to HB claimants, and research undertaken by Housing Options Private Rented Housing Team found a significant difference between private market rents and LHA rents.

Affordable social rent

Affordable social rent are rents set at up to 80% of market rent. Local housing allowance is 30th percentile of market rent, meaning at its higher levels this housing options is unaffordable for LHA households. An assessment % rent of incomes indicates at lower quartile incomes rent would be 32% of their total income (again higher than the 25% HEDNA level but lower than 40%). At medium incomes % rent to income level is 24% so would be affordable for the majority of households.

Social rent

Social rented properties are generally available at local housing allowance rates therefore would generally be affordable to all households at different income levels. However there is an income cap to be able to be eligible for the housing register so is not currently available to any households with a single income of £25,000 or a joint income of £30,000.

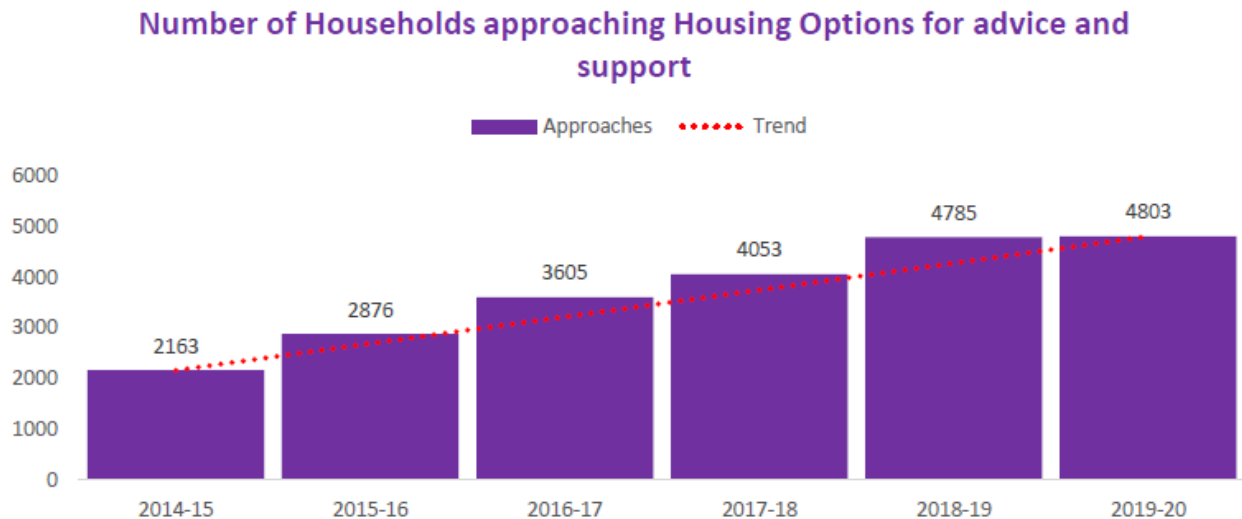
4.2.5 The HEDNA calculated that 19% of households in Leicester who require Affordable Housing can afford Intermediate Housing; that's 149 households a year (of our total 786). The remaining 81% (637 households a year) will need social/affordable rented housing.

4.2.6 Social/Affordable Rent is affordable to a range of households as long as the rent to be paid falls at or below Local Housing Allowance (LHA) limits (many of the households will need to claim housing benefit). Council housing is generally the most affordable rental option. Where households are eligible, council rents will be fully covered by benefits unless the household is under-occupying. There may be a small number of households who are affected by the introduction of the LHA shared room rate for people aged under 35. This is likely to result in a relatively small shortfall between their benefits and rent. The benefit cap has only affected households in the very largest of council properties (ie 6 bedroomed).

4.3 Homelessness

4.3.1 Homelessness services in Leicester have faced year on year increases in people approaching the Council for help whom are facing Homelessness (4,803 in 2019-20) and positively, the Council continue to provide strong services, maintaining strong services and prevention rates at over 85% in 19/20.

Figure 13



4.3.2 You can see from the Who gets Social Housing data, that the Council have an increasing number of people on the Housing register, up to 6,366. Overcrowding continues to be a significant problem in the City with over 15% of households stating they are overcrowded overall. This is supported by our Housing Register data where 46% of the applicant on the register are overcrowded.

Figure 14

Housing Register Information



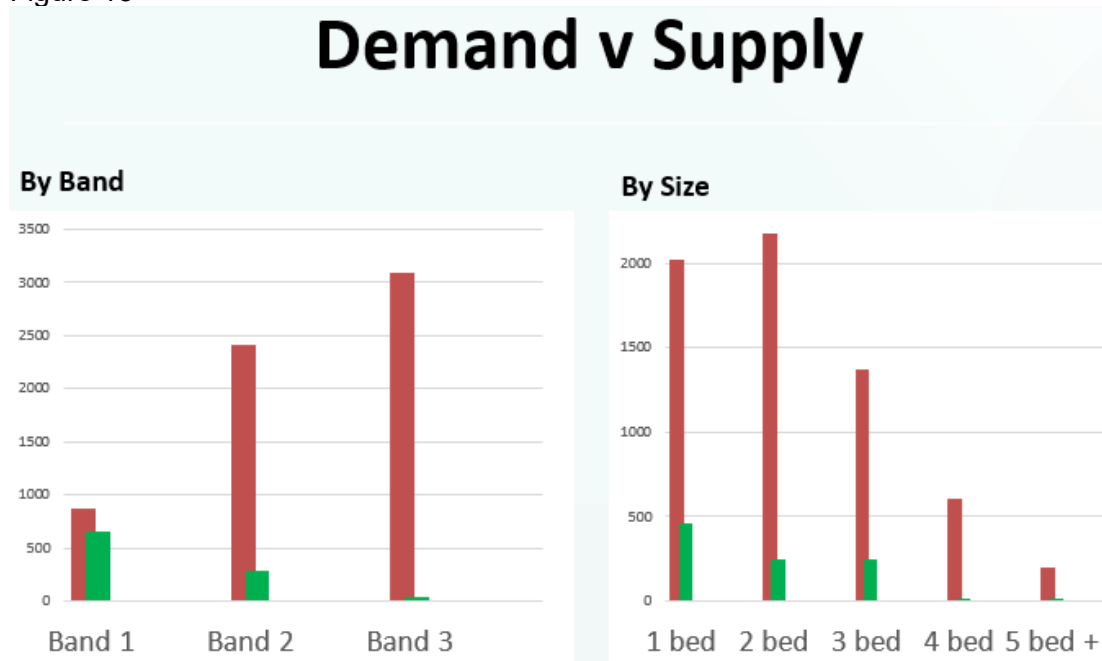
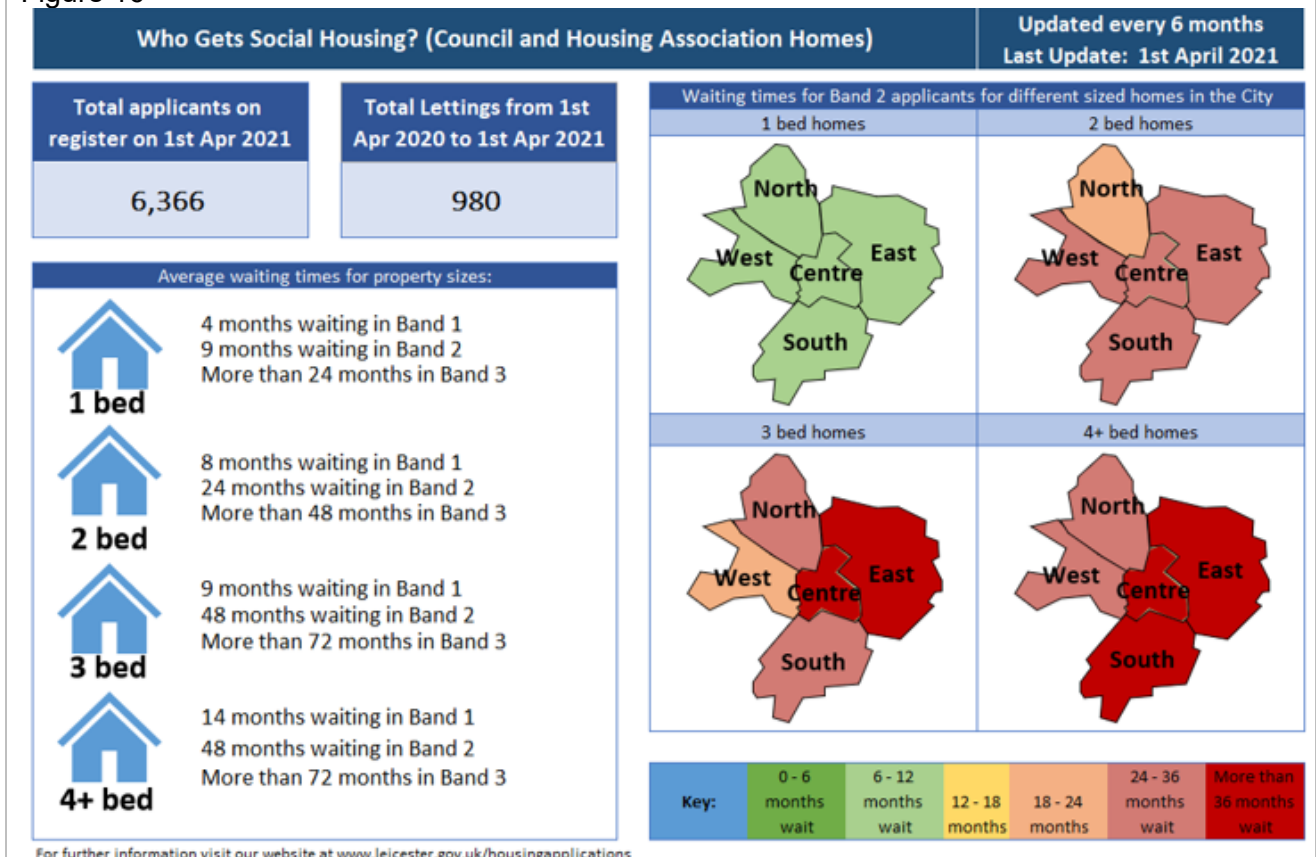
Who Gets Social Housing? (Council and Housing Association Homes)					2020 - 2021	
Housing Register Build Data						
Total Applicants		Band Breakdown				
Period last year	As at 1st April 2021	Band 1	Band 2	Band 3		
6,486	6,366	869	2,404	3,093		
% Increase / Decrease		Need (size of home) breakdown				
-2%		1 bed	2 bed	3 bed	4 bed	5 bed +
		2,021	2,174	1,374	601	196
						
Top 10 reasons for appearing on Register						
Priority Reason			Number of Applicants	As a % of all Applicants		
Overcrowding (B3)			2927	46%		
Homeless or threatened with (B1&2)			867	14%		
Medium Medical (B2)			444	7%		
Severe Overcrowding (B2)			302	5%		
Temporary Accommodation (B2)			290	5%		
High Medical (B1)			283	4%		
Critical Overcrowding (B1)			158	2%		
Sheltered Housing Only (B3)			116	2%		
Priority Under-occupation (B1)			92	1%		
Harassment (B1)			54	1%		

Figure 15



4.3.3 Demand for Council Housing far outstrips supply. The average wait times for LCC housing shows significantly increasing wait times for all sizes of properties with minimum wait times now at 4 months for the highest Band 1 priority cases and significantly higher wait times for those in the lowest band 3.

Figure 16



4.4 Collapse in the supply of truly affordable homes

4.4.1 As can be seen in Figure 8 above and 4.1.4, the make up of the Housing market in Leicester has changed significantly, with Council housing which is for many the only affordable housing now becoming a scarce resource with limited supply, very large demand (6000) and a growing need for it (786pa) as the City grows.

4.4.2 The loss of Council Housing through the right to buy scheme for the City has already been referenced in 4.19, this is very relevant to the collapse in the supply of truly affordable housing because, while efforts are being made in the City to increase new housing (see Figure 9) this is being undermined by the ongoing sale and reduction in Council Housing through the Right to Buy scheme of over 400 homes on average each year and 14,000 overall since the 1980's.

4.4.3 Although house building in the City is at the highest it has been for many years (1,437 in 18/19), the lack of land in the City has seriously undermined this delivery.

5. Leicester City Councils effort to tackle the Housing crisis

5.1 Leicester City Council has been working hard to tackle the Housing challenges in the City and this has been driven by the Council's political priorities. In the context of the challenges set out Nationally and in Leicester in this report, highlights of the efforts being made by the Council are set out in the following section.

5.2.1 The Affordability of Housing

5.2.2 Our council rents remain the lowest in the city for any tenure type. Average private rented sector rents for a 3-bedroom house are currently around £155 per week, average Housing Association rents average out at £89 per week, whilst council rents are £85, for this type of property.

Figure 17

Tenure Type	Average weekly rent
LCC	£85.22
Housing Association	88.59
Private Rented Sector	155.34

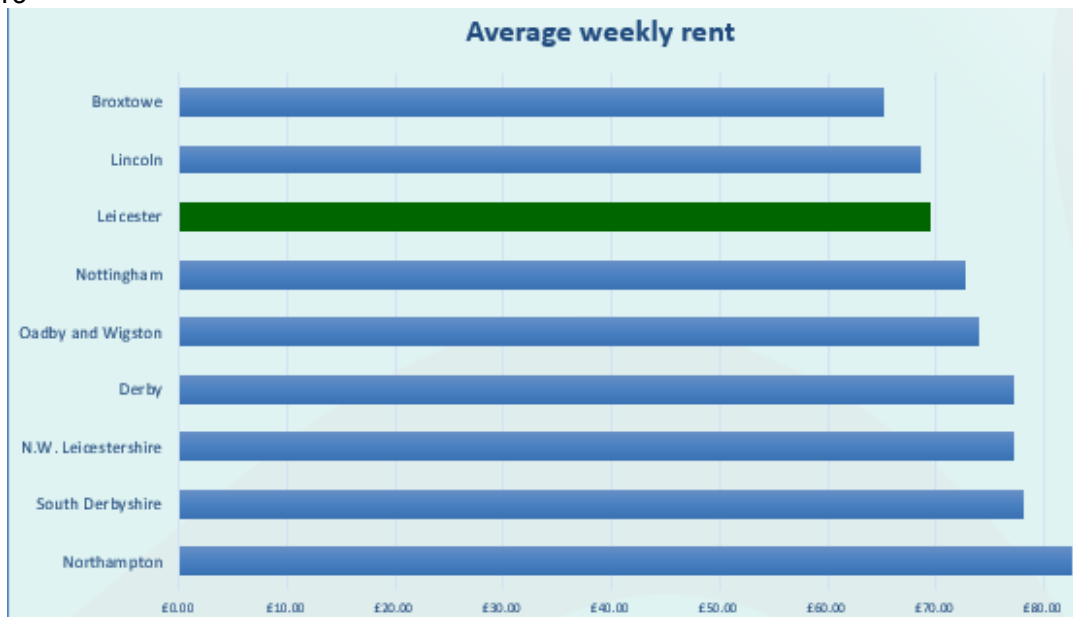
5.2.3 Comparing ourselves with other local authorities in the country and Leicester's overall average council rents are amongst the lowest in the country, 19th lowest out of 20 for comparator authorities.

Figure 18

Authority		Average rent	Authority		Average rent
1.	Slough	£102.83	11.	Wolverhampton	£77.34
2.	Bradford	£100.07	12.	Derby	£77.26
3.	Liverpool	£85.45	13.	Newcastle	£74.53
4.	Milton Keynes	£84.59	14.	Manchester	£74.19
5.	Luton	£82.37	15.	Nottingham	£72.78
6.	Salford	£82.04	16.	Kingston	£72.21
7.	Birmingham	£79.82	17.	Leeds	£72.01
8.	Oldham	£79.78	18.	Sheffield	£71.13
9.	Bristol	£79.29	19.	Leicester	£69.57
10.	Sandwell	£79.06	20.	Stoke	£69.04

5.2.4 Even when comparing ourselves with other local authorities in the East Midlands we have amongst the lowest rents. Northampton's average weekly rent is £82, North West Leicestershire is £77 and Oadby and Wigston is £74. We have only found Lincoln and Broxtowe to have slightly lower average rent than our £69 per week.

Figure 19



5.2.5 Council housing now makes up only 15.5% of Leicester's properties and while low rental levels can help those in the greatest need, wait times and very limited supply mean that the City must have a quality private rented sector.

5.2.6 To this end the Council has written and launched a Private rented sector strategy that has the driver of improving Housing standards in the Private rented sector to ensure that housing in Leicester is the best standard it can be for those in need of housing.

Figure 20



5.2.6.2 The overall objective of the strategy is to have a holistic approach that ensures tenants and landlords are appropriately supported, as well as retaining and improving our ability to protect tenants' safety and rights, and tackle rogue/poor landlords. Maximising this, whilst maintaining a balanced, fair, and proportionate approach, will ultimately lead to the raising of housing standards within the sector

5.2.6.3 Included within the strategy and already being consulted upon is the option to utilise licencing scheme to drive up standards. This is a key strand in targeting and addressing unfit accommodation in the City.

5.3 Homelessness

5.3.1 The City Council's current Homelessness strategy 2019 – 2023, drives ongoing strong delivery of the homeless services in the City.

5.3.2 LCC has been successful in delivering £3.5m additional revenue across 9 external funding pots to enhance Homelessness services. Further funding has been secured through the Health Inequalities fund for 2x additional Social Workers to work with those going through Homelessness whom do not meet the ASC Statutory threshold. The Changing Futures bid for £3m has been successful working with partners and also a further bid to the Rough Sleeper Drug and Alcohol treatment funding for £1.2m to provide extra support to help people recover from drugs and alcohol misuse has also been successful. A bid has also been submitted linked to Offenders Accommodation

5.3.3 The Council has significantly reduced the number of rough sleepers on the street and is clear that 'No one needs to sleep rough on Leicester streets'. Over recent years significant investment and efforts have gone in to reducing down Rough Sleepers to single

figures with anyone on the streets refusing to come in to available Temporary accommodation. A Rough Sleepers Next Step Strategy has been developed and implemented and this will shortly be followed by an Ending Rough Sleeping strategy.

5.3.4 Services continue to be strengthened through the Strategy actions including procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20 and a Leicestershire wide new Pathway has been developed and signed off by all District and City partners in conjunction with Prison and Probation

5.3.5 Temporary accommodation has also been re-procured for singles and wider work to develop the singles offer at the Dawn Centre is ongoing. Alongside this officers are working on the development of increased numbers and types of stepped accommodation for singles.

5.3.6 A joint procurement exercise to procure young person temporary accommodation has just successfully concluded and being implemented.

5.3.7 Launch of the St Mungos Hub to facilitate work placement and work opportunities has now taken place. LCC are also piloting development of employment opportunities with BEAM for 1 year to test this opportunity.

5.3.8 The Family offer of Homes not hostels is in progress with the development of a network of independent homes across the City available as the Family temporary accommodation offer moving away from an institutional hostel with the staffing elements complete and the procurement just concluding.

5.4 Collapse in the supply of truly affordable homes

5.4.1 The Council have now approved over £100m to the delivery of the manifesto commitment to increase the supply of affordable housing. A pipeline of delivery of 1500 units on multiple sites has been identified and agreed between 2019 and 2023. The Council and partners will by the end of 21/22 have delivered a total of 871 social housing properties.

5.4.2 Delivery of Housing Leicester Phase 1 of new Council Housing has delivering 29 units across 6 small sites including bungalows which are wheelchair accessible. Full planning has been secured on Saffron Velodrome for 38 properties and procurement has been completed and a builder secured for this site which is aiming to start build in Autumn 2021. Additional Phase 2 sites are also being worked on to deliver a further 18 new units during 22/23. Early preparations work is now starting on Phase 3 has been agreed to proceed by CMB and this has started which should deliver 52 new homes.

5.4.3 An extensive Acquisitions programme has been going on for the duration of the manifesto commitment and by the end of this financial year 21/22 a total of 572 properties will have been acquired.

5.4.4 During the manifesto period it is expected to invest over £9m on the provision of adaptations to ensure that this Housing is suitable for those living in it. To date since 2019 the Council has invested over £8m in to Disabled Facilities grant and Council House adaptations to facilitate the Adaptations service and help people that need adaptations to

continue to be able to live in their current home. A total of 1,889 adaptation/DFGs have been completed to date providing help to over 1000 people to stay in their own homes.

6. Conclusion

6.1 This report clearly sets out the National and Local Housing challenges and problems that are causing a perfect storm for a housing crisis. It clearly demonstrates that holistic and national policy change is required by Central Government to deal with the crisis and this is why it is essential the Council have very clear demands and asks of government.

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

7.1 Financial implications

This report sets out the issues and challenges in relation to the affordability of housing, both nationally and locally. Financial implications of any actions to address these issues will need to be considered as and when these are put forward.

Stuart McAvoy – Acting Head of Finance

7.2 Legal implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation) - x371435

7.3 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, 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, sexual orientation.

The impact of the lack of decent, affordable and secure housing goes far beyond reducing the amount of money households have to live on; this also has a wider social impact. The cost of housing is directly related to housing quality and standards. For many, being unable to afford decent housing means having to live in poor quality homes unfit for habitation or overcrowded conditions to reduce costs, to the detriment of physical and mental health.

There is increasingly strong evidence to show housing problems being linked to broader social issues such as family breakdown, low productivity, chronic ill-health, disrupted child development, poor educational outcomes, and problem debt.

Housing need manifests itself in a variety of ways, such as increased levels of overcrowding, acute affordability issues, more young people living with their parents for

longer periods, impaired labour mobility resulting in businesses finding it difficult to recruit and retain staff, and increased levels of homelessness. The report mentions the differences in relation to disproportionate impact across various protected characteristics.

The pandemic has highlighted the health implications of housing.

People's housing situations will have affected their ability to weather the challenges of a prolonged lockdown. Poor housing conditions such as overcrowding and high density are associated with greater spread of COVID-19, and people have had to spend more time in homes that are overcrowded, damp or unsafe. Poor quality and expensive housing have serious detrimental impacts on employment, health, and children's education

Housing affordability can affect people's mental health directly, as well as reducing the resources available to them to spend on other goods and services. Struggling to meet housing costs can lead to rent or mortgage arrears, which can lead to eviction or repossession.

This report gives an overview of the challenges and strategic plans for undertaking work with the aim of improving housing standards. The work carried out under these priorities should lead to positive outcomes for people from across a range of protected characteristics. The continued investment in the Disabled Facilities grant and the adaptations service help people that need adaptations to continue to be able to live in their current home.

Surinder Singh, Equalities Officer, Ext 37 4148

7.4 Climate Emergency implications

Housing as a sector is the largest source of carbon emissions in Leicester, responsible for 33% of the city's carbon footprint in 2019. Following the city council's declaration of a Climate Emergency 2019, and it's ambition to achieve carbon neutrality in Leicester, addressing housing-related emissions is therefore a vital part of the council's work. Alongside this Fuel Poverty is a major issue in Leicester, affecting 19% of all households in the city (significantly above the national average), with negative implications for household finances and occupants health. More broadly home energy costs are noted as a key driver of current UK-wide cost of living issues, with inefficient homes having both higher energy bills and carbon emissions.

As such, in order to tackle the twin challenges of fuel poverty and the climate emergency, consideration should be given to how all relevant policies and actions can contribute to significantly increasing energy efficiency, cutting carbon emissions and reducing energy costs, both for new and existing dwellings. Potential measures for homes could include the fitting of improved insulation, low carbon heating such as heat pumps, low energy lighting and renewable energy technologies.

The council also delivers a number of schemes to tackle fuel poverty in the city, including Warmer Homes, Green Homes and the Green Homes Grant.

Aidan Davis, Sustainability Officer, Ext 37 2284

8. Background information and other papers:

n/a

9. Summary of appendices:

n/a

10. 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

11. Is this a “key decision”? If so, why?

No



Environmental Budget 2022/2023

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

Lead Director: Chris Burgin

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 2022/2023. This year 21 schemes are being proposed for the city and the overall cost will be approximately £836,416:
 - 7 schemes in the West area of the city, costing £280,616
 - 8 schemes in the East area of the city, costing £300,800
 - 6 in schemes the South area of the city, costing, £255,000
- 1.2 The annual budget for Environmental Works is £750,000, however due to the pandemic some of the schemes that could not be completed in 2020/2021 are being re-submitted. We are utilising the money that was set aside for these delayed schemes and therefore the proposed spend is £836,416 for the next year.
- 1.3 Ideas for improvements were sought from key stakeholders, which includes tenants, residents and local ward Cllrs. Housing staff have also highlighted improvements based on their local knowledge of issues on estates and key priorities for the service.

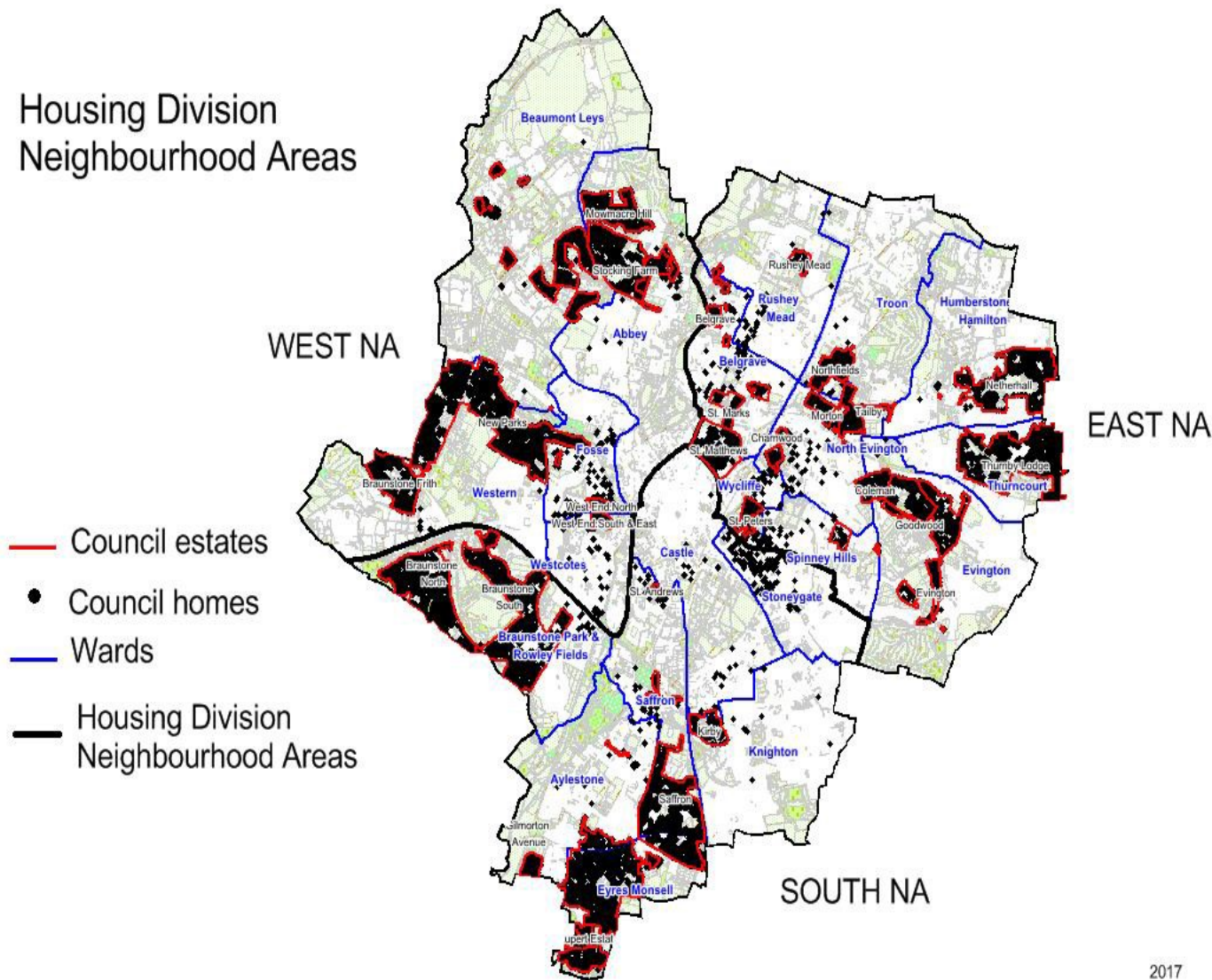
2. Background

- 2.1 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.
- 2.3 Some of the initiatives have been highlighted on estate walkabouts, ward meetings or as a result of service requests from tenants and residents. E-mail consultation was also carried out with ward Cllrs and opportunities provided for their proposals to be put forward.
- 2.4 For this year's schemes community engagement days have taken place as well as estate visits with the Head of Service and ward Cllrs. Housing staff, the Police and CrASBU have carried out ASB surveys in some areas of the City 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 2022/2023, 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.

Schemes

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

Housing Division
Neighbourhood Areas



2017

3.2 In the West area of the city the following 7 schemes have been identified at a cost of £280,616:

- **Westcotes**
 - **Andrewes Close** - Supply and Fit Security Doors – 38 to 52 and 19 to 29 - **£50,000** – Ward Cllrs are aware and supportive of this scheme originally proposed in 2020/2021
- **Western Ward:**
 - **Tatlow Road** - Verge Hardening - **£73,000** – Cllr O'Donnell is particularly supportive of this scheme to help minimise the impact of parking and access for buses near the Braunstone Frith School on Tatlow Road. Cllr Clarke is also very supportive of this proposal
 - **Aikman Close** – Fencing - **£14,880** – This was identified by Cllr O'Donnell on an estate walkabout with housing staff to reduce ASB
 - **Crayburn House** - Renew flooring at entrance - **£3,400** – to complete and finalise the improvements to the building
- **Abbey Ward:**
 - **Thurcaston Road** - Painting – 3 Blocks - **£7,000**
 - **Garth Avenue** – Parking Bays - **£68,000** – All ward Cllrs are supportive of both proposals and we will be including electrical charging points
- **Beaumont Leys Ward:**
 - **Butterwick Drive and Grassington Close** – Bin Area Replacement - **£64,336** – all ward Cllrs are supportive of this initiative

3.3 In the East Area of the city, the following 8 schemes have been identified, costing £300,800:

- **Belgrave Ward:**
 - **Donaldson Road** - for flooding prevention work, identified by residents, Cllrs and Highways during a patch walk - **£90,000**
 - **St Marks** - replacing old paladin bins **£1,750**
- **Wycliffe Ward**
 - **St Matthews** - replacing old paladin bins - **£1,750**
- **Humberstone and Hamilton**
 - **Ivychurch Crescent** - Provision of parking, including disabled parking bays and electrical charging points - **£176,000** – proposed by residents
 - **Netherhall** – Painting knee railings - **£11,000** – Both these proposals were identified at an extensive patch walk with Cllr Ali, Cllr Crewe and housing staff.
- **Thurncourt Ward**
 - **Bowhill Grove** – Painting blocks - **£6,150**
 - **Ocean Road** - Knee rail - **£8,000** – proposals supported by ward Cllrs
- **North Evington**
 - **Willowbrook Road** - Painting Blocks - **£6,150** – proposals supported by ward Cllrs

3.4 In the South area of the City the following 6 schemes have been identified costing £255,000:

- **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. 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 supported by Cllr Vi Dempster
 - **Saffron, Braunstone, Eyres Monsell and Aylestone - Bungalow external PIR lighting - £15,000** - Supported by Cllr Clarke and Cllr Pickering

Escape Landscape Team 2021/2022



The work of the landscape team 2021/2022, changes to the garden to the rear of the flats on Henray / Wensley Rise – a vast improvement

- **Aylestone Ward**
 - **Aylestone Road** – courtyard improvements - **£35,000** supported by Cllr Clarke, Improvement around Glenhills Boulevard, ideas identified during a community engagement day to tarmac and make the area more user friendly.
- **Eyres Monsell Ward**
 - **Gilmorton – Bike Stores** - **£15,000**- supported by Cllr Clarke
- **Saffron Ward:**
 - **Neston Gardens** – Estate improvement work to tackle ASB - **£50,000** – Multi agency action group involving ward Cllr and ASB survey with residents, the Police and CrASBU have also been involved in identifying this work.

3.5 Consultation was carried out by Team Leaders and District Managers who contacted Cllrs initially asking for their suggestions and input, then further contact was made for feedback on firmed up proposals. We received many suggestions directly from Cllrs and residents as detailed above on the many joint estate visits and meetings that have taken place over the last year.

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. One team has also recently helped to decorate a property ready for Afghan refugees. Teams from Probation also help with this work.



Before



After

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 Green Team to maintain both estates and are in the process of awarding a contract for major improvements to some of the court yards in the St Matthews area.



Before

After

An example of how the courtyard will be transformed

4.5 We are working closely with tenants and residents on both estates to get their input into any improvements we are making. A recent consultation exercise has been held with residents in St Peters which will feed into the improvements work for this area. The Tenants and Residents Associations on both estates are closely involved in all stages of the work, from design to approval.

5. Financial, legal and other implications

5.1 Financial implications

The total cost of the schemes identified within this report is £836k. The HRA Capital Programme for 2022/23 includes £750k for Communal and Environmental work, plus an additional amount for schemes included in the report but which were originally budgeted for within the 2021/22 programme. The schemes are not anticipated to have a significant impact on revenue costs for the Council.

Julie Robinson -Accountant

5.2 Legal implications

There are no specific legal implications arising from this report.

Jeremy Rainbow – Principal Lawyer (Litigation)

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 cycle storage which will enable sustainable 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 2022/2023.

There are no direct equality implications arising from the report, however works that improve security for residents and visitors should lead to positive impacts for people from across all protected characteristics, such as the provision of additional parking including disabled parking bays.

Sukhi Biring, Equalities Officer, 454 4175



Building Safety Bill **(inc. safety compliance)**

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: potentially all
- Report author: Simon Nicholls & Julie Turner
- Author contact details: Simon.nicholls@leicester.gov.uk
- Report version number: v.2

1. Summary

The Housing Division has measures in place to ensure that all our homes are safe for our tenants to live in and our staff and contractors to work in and this report will update members on the work we currently do that relates to water hygiene, asbestos and fire safety.

Since we last updated scrutiny members there have been several changes to legislation relating to building safety which Leicester City Council as a social landlord has to comply with, this includes a requirement for designated roles. An update in relation to this legislation is provided in this report.

Housing has continued to strengthen fire and safety management over the period since Grenfell and continue to ensure it is a priority and key area, receiving the investment required to ensure our tenants continue to be safe in their homes. These further changes build upon the work we have been doing and require us to create new roles within the Housing Division who will be responsible for domestic residential building safety. A proposed overview of the updated roles and responsibilities are outlined in this report

2. Recommended actions/decision

This report is for information only.

3. Scrutiny / stakeholder engagement

This report has been prepared to update members of the Housing Scrutiny commission on pending changes to legislation on how Housing will need to manage building safety in the future and to seek their comments and observations.

4. Background and options with supporting evidence

n/a

5. Detailed report

[Overview of legislation changes](#)

Fire Safety Act 2021

The Fire Safety Act 2021 amends the Regulatory Reform (Fire Safety) Order 2005 (the "FSO") with the intention of improving fire safety in multi-occupancy domestic premises.

Crucially, the external walls of a building and the fire doors to individual flats must now be assessed as part of the requirement for a fire risk assessment.

We have circa 5600 flats in the housing stock located in 900 blocks.

The Act requires the owners and managers of multi-occupied residential buildings to ensure that the fire risk assessments for such buildings are reviewed and updated to encompass the structure, external walls and flat entrance doors.

The specific provisions of the Act include:

- The Act applies to all multi-occupied residential buildings and is not dependent on the height of the building. The Act further provides English and Welsh Ministers with a regulation-making power to amend the type of buildings the Order applies to in the future.
- The FSO designates those in control of premises as the Responsible Person for fire safety; giving them a duty to undertake assessments and manage risks. The Act now requires all Responsible Persons to reduce, as well as to assess and manage, the fire risks posed by the structure and external walls of the building(s) and by individual doors opening onto common parts of the building.
- The FSO was enforced by fire and rescue authorities but the Act allows these authorities to enforce against non-compliance in relation to the external walls and the individual doors opening onto the common parts of the premises.
- The Act also introduces the concept of 'risk-based guidance' in order to support a proportionate approach towards assessing risk.

Building Safety Act 2023

The Building Safety Bill, as proposed, plans to introduce new design and constructions requirements for high-rise residential building and new occupation requirements for existing and new high-rise residential building of 18 meters and above (or at least seven storeys). Leicester City Council has six buildings that fall into this category.

Some of the key provisions of the bill include:

- New building safety regulator
- Duties on those who procure, plan, manage and undertake building work
- New gateway regime to ensure that building safety risks are considered at each stage of a new higher-risk building's design and construction
- Creation and maintenance of a golden thread of information to ensure that the right people have the right information at the right time to ensure buildings are safe and building safety risks are managed throughout the building's lifecycle
- An accountable person defined as the duty holder of a building during its occupation
- Have a Building Safety Manager who has the necessary skills, knowledge, experience and behaviours to carry out the functions assigned
- Duty to assess the building safety risks relating to their building, to take all reasonable steps to prevent a building safety risk materialising, and to limit the severity of any incident resulting from such as risk
- Building control reform
- Strengthened fire safety order

Social Housing White paper

The Social Housing White Paper was published November 2020. White papers are statements of policy intent that will require legislation. This outlines a Charter that sets out what every social housing resident should be able to expect. One of the main themes is “To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure.”

Safety is at the heart of the charter. It proposes that the consumer standards will be strengthened to include safety, and landlords will be required to identify a nominated person to comply with all health and safety requirements. This mirrors the proposals in the Building Safety Bill to have a named Accountable Person responsible for higher-risk buildings.

The Regulator of Social Housing (RSH) will also be expected to prepare a Memorandum of Understanding with the Health and Safety Executive so that information on safety can be shared with the new Building Safety Regulator.

The RSH will launch a consultation on mandatory smoke and carbon monoxide alarms in social housing.

The white paper also proposes new performance measures. This includes tenant’s satisfaction measures relating to tenant safety:

- Compliance with all safety standards on gas, electrics, fire, asbestos, water and lifts
- Overall satisfaction with the health and safety in homes.

Overview of proposed building safety roles and responsibilities within the Housing Division

Summary of defined legal roles

The Building Safety Manager and Accountable Person roles are proposed to apply only to ‘high-risk’ buildings as defined by the Building Safety Bill.

The Responsible Person is a legally created entity, as defined in Article 3 of the Regulatory Reform (Fire Safety) Order 2005. This applies to non-domestic parts of multi-occupied residential buildings. The Fire Safety Order also defines responsibilities for Duty Holders who are defined as those subject to a contract or tenancy that makes them responsible for the maintenance or repair of the premises or anything in or on them and or the safety of the premises.

Figure 1: Overview of the proposed building safety responsibilities within the Housing Division

Building Safety Manager
<ul style="list-style-type: none">• Support the accountable person, who will appoint them, in fulfilling their duties to manage life safety risks• Ensuring and assessing that those employed to maintain and manage the building have the necessary skills, knowledge and experience• Maintaining and operating information management systems to facilitate safe management of the building• Maintaining and managing the safety case for the building so that risks are proactively identified, and mitigating measures put in place and maintained

- Identifying and ensuring that necessary and appropriate building remediation is undertaken to ensure that the conditions set out in the building registration certificate are met
- Engaging residents in the safe management of their building through a Resident Engagement Strategy that includes routes of escalation for resident concerns
- Demonstrating that fire risk assessments for the whole building are undertaken and reviewed regularly and any recommendations are undertaken in a timely manner
- Reporting mandatory occurrences to the building safety regulator.

Accountable Person

- Registering a building with the Building Safety Regulator.
- Applying for a Building Assessment Certificate, which is issued when the Building Safety Regulator is satisfied the Accountable Person is complying with their duties under the Bill.
- Assessing (and revising as necessary) building safety risks and taking all reasonable steps to prevent the occurrence, and control the impact of, a major incident arising from building safety risks in or around the building.
- Preparing (and revising as necessary) a Safety Case Report for a building which contains their assessment of the building safety risks and the steps that have been taken to prevent a major incident.
- Keeping information on a building and ensuring it is up to date.
- Reviewing the risk assessments on which their arrangements for managing building safety risks and Safety Case Report are based.
- Appointing a Building Safety Manager.

Senior Management / Political Governance

- Oversight of compliance relating to gas, electric, fire, asbestos, water, lifts / HHSRS

Tenancy Management

- As building responsible officers (BRO's) also known as the 'responsible person' they are legally responsible for the fire risk assessment and ensuring that if there have been any significant alternations to the building, processes or equipment, or where they believe that it is no longer valid the fire risk assessment is reviewed and updated
- Minimise the risk of a fire occurring, and take steps to make sure that if a fire starts, it can't spread through the building
- Make sure escape routes are available and that any emergency exit doors are not locked and can be quickly and easily opened without needing a key
- Where a door is shut for security purposes (such as in the storeroom), make sure this can be easily opened from the inside by installing push bar devices - these should not be blocked or obstructed
- Make sure there is a way to detect fires and that this raises an alarm to alert everyone to evacuate - in larger premises where fires can start undetected by a person, this should be an automatic detection and warning system
- In a workplace, train staff on what to do if a fire happens
- In a residential building, tell the residents what the fire safety measures and evacuation strategy are
- Co-operate and co-ordinate with other Responsible Persons where there is more than one (a residential building on top of an office or a shop) - this will help make sure that any risks don't affect each person's remit

- Check that shared escape routes are always clear for example by making sure a shop does not block the escape routes from a residential building when there is a delivery of stock
- For buildings consisting of two or more sets of domestic premises, provide specific fire safety information to residents about relevant fire safety matters, and must keep records of the relevant fire safety matters
- For higher-risk buildings they must cooperate with Accountable Person

Technical Services

- Employ competent person/s to undertake and review fire risk assessments
- Report any fire safety defects to the Responsible Person
- Ensure any contractors working on fire safety measures e.g. fire alarm measures are responsible for complying with the Fire Safety Order to the extent of their obligation
- Undertaking HHSRS surveys and monitoring compliance with the Decent Homes Standard
- Water safety testing and compliance monitoring
- Contracting lift maintenance and compliance monitoring
- Creating an asbestos policy and ensuring appropriate asbestos surveys are undertaken where required and information recorded appropriately.
- Electrical repairs undertaken by contractors is compliant with all safety standards
- Undertakes Electrical compliance monitoring to non-standard building types

Repairs and Gas Services

- Report any fire safety defects to the Responsible Person
- Ensure any repairs and maintenance staff working on fire safety measures e.g. fire doors are responsible for complying with the Fire Safety Order to the extent of their obligation (are subject to a suitable system of maintenance and are maintained in an efficient state, in efficient working order and in good repair.)
- Gas repairs and gas safety and monitoring compliance.
- Ensuring all operatives have appropriate skills/qualifications and training for the work undertaken
- Electrical repairs undertaken by repairs staff is compliant with all safety standards
- Undertakes Electrical compliance monitoring to standard building types

Tenants / Residents

- Comply with any fire safety measures that have been put in place and not interfere with these
- Report any fire safety defects to the Responsible Person

It should be noted that these duties are currently undertaken by Housing but in the future the responsibility for making sure our buildings are safe will sit with the newly created post of Building Safety Manager.

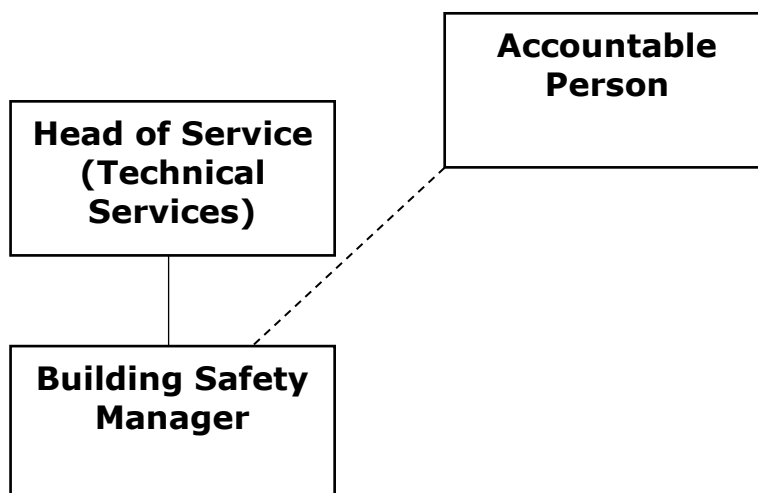
Building Safety Manager

It is clear that this post is critical moving forward. We have prepared a new job description and person specification and the post is currently being graded ready for advert (at time of writing) and we hope to have someone in post by late spring 2022.

Accountable person.

It has been agreed that Chris Burgin, Director of Housing, will be the Accountable Person and he will be fully briefed on his role to ensure compliance.

Governance structure:



How we currently manage compliance matters:

It should be noted that the new Building Safety Act does not change how we manage compliance in the majority of our buildings, it is limited to those over 18m in height, however the Fire Safety Act does and it is very important that everybody know what their roles and responsibilities are, we are fortunate that our current process for fire safety are robust.

The following is how we currently manage water hygiene, asbestos and fire safety in our buildings, which we expect to continue with very few changes.

Water Hygiene

We have the policy to ensure that any water system that may present a risk of legionella bacteria exposure to our tenants, staff and members of the public are designed and maintained to control any risk. This does not relate to individual homes but buildings that have stored water, such as the tower blocks and sheltered accommodation schemes.

There is a lot of legislation that we have to comply with to ensure we are doing this correctly, some are listed below:

- Health and Safety at Work Act 1974
- Water Supply (Water Fittings) Regulations 1999
- HSE (L* 4th. Edition) 2013 Prevention and control of Legionellosis (including Legionaries' disease) HSE approved code of practise L* (ACopL8)

The risk is caused by water systems that create and disperse water droplets that may be inhaled such as:

- hot and cold-water systems
- showers
- spray taps
- jet washers
- air conditioning and ventilation systems

What do we do to manage the risks:

Risk assessments are carried out for all buildings with water systems that are considered to present a reasonable risk of exposure to legionella bacteria. The risk assessment is reviewed periodically and if the water system is changed, the building use is changed, new information becomes available or even at the building users discretion/request.

The risk assessment may identify a range of measures that need to happen to make sure any risk is managed. The risk assessment may also identify works required to reduce the risk, if it does these will be carried out.

Some of the more common works we carry out to ensure that we are safe are:

- Carry out sample checks to ensure water temperatures are being maintained
- Ensure monthly flushing regimes are maintained (water storage tanks)
- Routine shower head cleaning (void properties, sheltered accommodation. hostels)
- All work on our water systems is carried out by approved contractors
- That we identify any unacceptable situations and put them right
- Provide advice, guidance and training to staff

All housing staff have a responsibility to ensure continued compliance, from our teams in tenancy management, repairs and void staff but the responsibility sits in Technical Services.

Resources:

We have a budget of £250k per year, the work is carried out by up to 9 contractors split into 3 main work areas:

- Risk assessments and testing
- Remedial repairs and upgrades
- Air conditioning systems and ventilation serving maintenance and installation.

Fire Safety

The primary purpose of the fire safety policy is to ensure that we prevent a fire from happening and secondly that in the event of a fire we keep our tenants and leaseholders safe. The policy is designed to make it clear what people's roles and responsibilities are:

There are lots of legislation that we have to comply with and this depends on the type of building, we work very closely with Leicestershire Fire and Rescue Service to achieve compliance.

The overarching document is the Regulatory Reform Fire Safety Order 2005 but there are also good practice guides for certain types of accommodation that supplement this.

We carry out risk assessments on all our blocks of flats (communal areas) at least every 3 years and sooner depending on the block type. These fire risk assessments will need to include more after the introduction for the Fire Safety Act.

Some of the legislation/guidance documents are:

- Building Regulation Approved Document B
- Fire Risk Assessments Sleeping Accommodation
- Fire Safety in Specialist Housing Guide (Sheltered Housing)
- LGG Fire Safety in purpose-built flats
- LACoRS Fire Safety in certain types of existing buildings
- British Standard (BS) and European Standards (ES)

We split our accommodation into four distinct areas:

- High rise blocks
- Purpose built flats
- Flats in converted properties
- Sheltered Accommodation/Hostels

There are obvious similarities across the four areas but the reason we have separate approaches is because the risks are different

High Rise blocks.

The risk is higher because of the increase number of flats and the height of the building. The inspection regime of a high-rise block is more intensive, we inspect all floors weekly, we have to carry out alarm testing and ensure any remote monitoring systems are operational. We have now started installing sprinkler systems in our blocks and we need to ensure that the servicing regime is maintained, and they are fully operational at all times.

Purpose built flats

The situation in purpose-built flats is similar, the risks are lower because the blocks are smaller and lower level, so the regime is reduced, the frequency of inspection may be every 4 weeks and a block may not necessarily have an alarm system fitted, these

decisions are made on a block by block basis and based on the fire risk assessment for the block.

Flats in converted properties.

There is sometimes a higher risk in blocks of flats that have been converted because the building is not being used as originally intended. Some of these flat may have been converted many years ago and whilst they were converted to the standards in force at the time of construction techniques and opinions have moved on. The biggest area of concern is the quality of compartmentation, this is why we have a full evacuation policy and not a stay put policy in these flat types.

Sheltered Accommodation/Hostels

This type of accommodation we called specialist because it has sleeping facilities and accommodates vulnerable occupants, and as such we have enhanced levels of inspections and monitoring.

The stay put policy and compartmentation.

Why do we have a stay put policy ?

A stay put policy is designed to stop residents in flats unaffected by fire from unnecessarily evacuating the building and blocking the stairways, this makes it easier for the Fire Service to quickly extinguish a fire

What is Compartmentation?

Compartmentation is the use construction techniques to divide the building into a series of fire tight boxes called compartments

What does Compartmentation do

Compartmentation slows fire spread within the building by reducing the fuel available in the initial stages of a fire.

It also forms a barrier to the products of combustion; including smoke, heat and toxic gases.

Why is Compartmentation needed

Compartmentation should help the occupants to evacuate the building and assist fire and rescue service personnel with fire-fighting and rescue operations.

Compartmentation is critical to a stay put policy.

Passive fire protection

The role of Passive Fire Protection is to limit the spread of fire through Structural Fire protection and Fire compartmentation.

Each flat is constructed to form a fire resisting box, each separated from the rest of the building.

- Where services such as pipes, ducts or cables pass through walls, floors or ceilings, there should be no gaps to allow the passage of smoke or flames.
- The door to each flat should be a self-closing fire resisting door.
- This allows a stay put policy to be in place
- There is no requirement to provide a fire alarm system in the common parts
- Smoke alarms should be provided to each flat
- Emergency lighting should be provided to the common parts
- Firefighting equipment is not usually required in the common parts

Resources:

We have budget of £950k for 2021/22 to carry out fire improvement work, the works are delivered by 7 contractors, the main areas of work are:

- Fire doors and fire stopping
- Fire risk assessments
- Compartmentation surveys
- Fire alarm and emergency lighting maintenance
- Alarm signalling
- Sprinkler installation
- Misting system installation
- Dry riser maintenance

Asbestos.

Asbestos is a mineral that is resistant to heat, fire and corrosive chemicals and was used extensively in the construction industry until 1985. (amosite and crocidolite banned in 1985, Chrysotile banned in 1999) it is made up of small fibres that are hazardous and primarily cause harm to the linings of the lungs when inhaled, any subsequent disease can take from 15 – 60 years to show from being first exposed.

There are three main types of asbestos:

- Chrysotile (white)
- Amosite (brown)
- Crocidolite (blue)

What do we do to manage the risk?

- In the first instance we work to the 'Control of Asbestos Regulations 2012'. Which has shaped our policy.
- We ensure that the asbestos policy complies with and reflects the legal framework and good practise.
- We make sure our policy is implemented by working with leaseholders, stakeholders and other council departments
- We implement processes equally across the Division

- We support staff by providing training for anybody likely to have exposure to asbestos and practical training for any staff liable to work on asbestos containing materials.
- We communicate with tenants and leaseholders in plain English when dealing with asbestos related enquiries.

What does this mean in practise?

We manage asbestos, we do not automatically remove it, if it's in good condition, we monitor it, if it's damaged or likely to deteriorate then we remove it.

Areas in a house that you may find asbestos are:

- Decorative coatings on ceilings
- Bath panels
- Thermoplastic floor tiles
- Pipe boxings
- Wardrobe linings
- Water tanks in lofts

We deal with asbestos depending on the risk, typically cement bonded products can be removed by council operatives, under controlled conditions, but non-cement bonded products have to be removed by licenced contractors under fully controlled conditions. (this is because they are more friable and the risk of a release of fibres is greater)

Asbestos is no risk to the tenants if it is left alone and this is one of the reason that tenants should seek permission to carry out any alterations to their homes first, we can check the asbestos register and be satisfied that the work will not involve disturbing any asbestos containing materials.

For all of our properties we hold asbestos information, this is stored on our Housing System and every time a job is sent to the operative they receive the asbestos information associated to the property. This is so they are aware of its location before they enter the property and any actions they need to take.

We also provide this information to our contractors and it is available to anybody that needs to see it.

We also ensure all our operatives receive annual asbestos awareness training to ensures their level of knowledge and awareness is maintained, we also make this mandatory for our contractors. There may be times when asbestos is hidden, and this could be exposed if we are carrying out a repair or a refurbishment, the operatives need to know what to do in every potential situation.

We also need to make sure we dispose of any asbestos containing material correctly, we do this in house, and collect all asbestos containing waste, we are licenced carries, and make sure it is disposed of correctly.

As part of some recent refurbishments, we have taken the decision that we will remove all asbestos containing materials, we have done this at Maxfield and Gordon House and we

will continue to adopt this approach on a project by project basis, working alongside our managed approach.

Resources:

We have a dedicated Asbestos Coordinator who ensures that all work we do, whether by our in-house teams or contractors is compliant, he is supported by 4 Asbestos Technicians who are all qualified to take asbestos samples and surveys. (an asbestos surveys is carried out in advance of any programmed work being carried out)

We have an asbestos removal budget of £560k and a staffing budget of £215k. all licenced removal area carried out by contractors, we have 3 contractors

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

6.1 Financial implications

None sought

6.2 Legal implications

None sought

6.3 Equalities implications

None sought

6.4 Climate Emergency implications

None sought.

7. Background information and other papers:

8. Summary of appendices:

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)?

10. Is this a “key decision”? If so, why?



Retrofit and Carbon Reduction Update

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: potentially all
- Report author: Simon Nicholls and Michael Richardson
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version number: v.1

1. Summary

This report has been prepared to update commission members on what has happened since the last report was bought on the 12 April 202.

2. Recommended actions/decision

That the contents of this report be noted and that commission members make any observations and comments.

3. Detailed report

What did we say we were going to do in April 21

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

For the housing stock:

- *Council houses make up 16% of the total housing stock in the city, across all tenures. Our average EPC rating is C which is good, however this means that we have some properties that are performing below this level and we need to take action to improve the performance of these properties.*
- *We are commissioning environmental experts to carry out a review of our stock so that we can agree a road map to carbon savings and energy efficiency.*
- *We need to identify a list of measure per house type that need doing to make sure that each are as efficient as possible, this will help in two ways, firstly we can tailor the capital programme to help deliver these improvements where possible. Challenge ourselves and hopefully make better decisions, for example we may fit different boilers or increase the window specification to fit triple glazing as standard.*
- *It will also ensure we know what measures we need to carry out when we have future opportunities for bidding for grants to carry out energy efficient measure, rather than being reactive, we will know exactly what each property type will need and we will have models for a whole house approach as well as an incremental approach.*
- *Therefore, the plan is to approach the issue in two ways, by securing funding to deliver schemes and by maximising business as usual activities. As a result of this work we will know exactly what we need to do to our housing stock to make it as*

energy efficient as it can possibly be and we will be able to ensure we tackle the worst performing properties first

What has happened since April 2021.

The decision to appoint consultants to identify what we needed to do to our stock to make them more energy efficient has changed. We decided that it would be best if we directly employed somebody to do this in house and we have. A new Senior Technician post was created in Technical Services and the post holder has been tasked with delivering on our previous commitments.

To meet our commitments, we have decided on the following steps:

Rather than rely on separate reporting mechanisms it has been agreed that all our data should sit in the same place, on Northgate, the divisions IT system, so it has been agreed that two new modules will be purchased, Assets and Energy, this means we will be able to lodge EPC's and model the impact of energy works on our stock to ensure the works we are doing are targeted.

We also need a comprehensive delivery strategy, and the new post holder is currently working on this, and it is intended to bring this to a future meeting of the HSC for comments and observations.

We also need to secure funding and we have been busy bidding for government grant to deliver retrofit schemes:

Update report on GHG – LAD phase 2

Background:

During July 2020 central government through the Department for Business, Energy & Industrial Strategy (BEIS) announced the opportunity for local authorities to bid for funding through Green Homes Grant - Local Authority Delivery (GHG – LAD) to improve energy efficiency and reduce carbon emissions to domestic housing stock. This being part of a government commitment to provide £3.7 Billion in funding over the next 10 years.

As an authority we were successful in acquiring approximately £4.5 Million to improve domestic stock for owner occupier and private sector rented homes through Phases 1a and 1b of GHG-LAD within the city.

Following on from the roll out of GHG-LAD Phase 1a & Phase 1b, BEIS launched Phase 2 of the available funding to support their programme to deliver low carbon measures to low income households.

GHG-LAD Phase 2:

Phase 2 of the GHG-LAD programme included the opportunity to bid for funding to support works to social housing stock.

We subsequently submitted a bid for GHG-LAD Phase 2, which was successful and has provided capital funding of £1.95 Million to support further solid wall insulation and Photovoltaic panels to generate renewable electricity.

The eligibility criteria for the property and householder are the same as Phase 1b; this enabled us to include properties from EPC band D to be eligible for solid wall insulation upgrades which will be one of the main measures we wish to carry out as part of our 'Fabric First' approach to improving the least energy efficient properties in our stock portfolio. The bid also included further support for owner occupier households, solid wall insulation to our own LCC council stock and support for landlords in the private rented sector.

High national demand and current shortages in both skilled labour and the availability of materials has resulted in significant increases in the cost of carrying out solid wall insulation (SWI) and related improvement measures but our available match funding will enable us to carry out SWI improvements to approximately 80 of our social stock homes. Funding for private sector properties will enable SWI to be installed to a further 45 properties.

Installation works to LCC stock are now commencing and are programmed to be completed by early June 2022. The SWI works are targeted on four main streets, this will effectively complete SWI improvements to our housing stock in the Saffron area of the city.

Social Housing Decarbonisation Fund (SHDF):

During the autumn of 2021 BEIS announced the launch of the first wave of the Social Housing Decarbonisation Fund (SHDF), which is specifically targeted for local authorities to bid for funding to provide deeper retrofit solutions to improve energy efficiency and reduce carbon emissions from their social housing stock.

This also afforded Local Authorities seeking to upgrade their own social housing stock, to work in partnership with Housing Associations to upgrade their social housing and were encouraged to apply for funding.

We were encouraged by a number of local HA's contacting us to be part of a consortium bid, where we would be the lead partner. Partners for our bid were NCHA, Midland Heart, Pinnacle, Maynard and Ross Walk, together with ourselves. The primary measure all parties wish to implement is solid wall insulation (SWI) to support energy efficiency improvements and carbon reduction to their worst performing stock. Additionally we have included an element of loft insulation top ups and the inclusion of air source heat pumps to be installed in our refurbishment of The Leys seven storey block which include 33 individual flats.

We have subsequently submitted a bid to BEIS (which includes SWI to 177 of our LCC stock) for £4.5 million of funding, which together with consortium member contributions has a total value of £6.9 million. The funding will enable solid wall insulation to be carried out to improve 377 homes within the city.

We, along with all other bidders are currently awaiting confirmation of our bid from BEIS.

Photovoltaic Panels (PV) Feasibility Study:

We are currently conducting a feasibility study on the potential to install photovoltaic panels (PV), together with battery storage to four of our high-rise blocks in the St Peters area of the city - Maxfield House in Neptune Close, Clipstone House in Taurus Close, Framland House in Pluto Close and Gordon House in Jupiter Close.

Renewable electricity generated would provide power to operate way lighting, laundry facilities and power lifts.

The works would be carried out in two stages; Stage 1 - Fitting of panels, to be sited onto the roofs of the blocks, Stage 2 – Review of generation and consumption data after 12 months subject to which installation of battery storage units

New build council houses:

Commission members have been previously briefed on the energy efficiency of the phase 2 new build properties; the following is a summary;

Layout and Orientation:

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

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

Air to Air Heat pump:

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

Solar PV panels:

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

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

Solar PV is more efficient in lower temperatures; they should be located to avoid over shadowing and preferable face due south at an angle of 35 degrees. The output of PV panels is measured in KWP, kilowatts peak.

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

All dwellings will have an EPC rating of A

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

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

4.1 Financial implications

n/a

4.2 Legal implications

n/a

4.3 Equalities implications

n/a

4.4 Climate Emergency implications

Housing is responsible for 33% of carbon emissions in Leicester. Following the city council's declaration of a Climate Emergency in 2019, and it's aim to achieve carbon neutrality, addressing housing emissions is a vital part of the council's work. The council has the most direct influence within its own housing stock, but also needs to do all it can to support decarbonisation within other tenures, as illustrated within the report.

As such, the current and proposed programmes detailed within the report are making an important contribution towards reducing emissions from housing in the city. This includes through the fitting of measures including insulation, low carbon heating and solar PV panels, and in the construction of new low carbon housing. As noted within the report, seeking further funding and opportunities will be crucial in continuing and seeking to scale up this work.

Aidan Davis, Sustainability Officer Ext 37 2284



update on the demolition of Goscote House and the installation of sprinklers in the tower blocks

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

Lead Director: Chris Burgin

Useful information

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

1. Summary

A report was brought to the Housing Scrutiny commission on the 12th. April 2021, this report will update members on progress made in the ten months since.

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

2. Recommended actions/decision

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

3. Scrutiny / stakeholder engagement

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

4. Background and options with supporting evidence

n/a, for information only.

5. Detailed report

The demolition of Goscote House.

A report was brought to the Housing Scrutiny commission on the 12th. April 2021, this report is to update members on progress in the last ten months.

Background/context.

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

The project started with Framland House, followed by Clipstone, Gordon and then Maxfield. The project was logistically complicated having to relocate 85 tenants from each block for the duration of the works, but the project was fully delivered, and the blocks have been fully occupied since and remain popular. Flats in Goscote House were used as

temporary accommodation for tenants returning to their original flat after the refurbishment had taken place. Decisions about Goscote House had been deferred until the refurbishment of the first four blocks had been completed.

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

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

The estimated cost to refurbish Goscote House is £21,353,275.

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

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

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

As part of this process additional specialist surveys were required so it could be established how the external structure would actually be deconstructed, it was during this time that it became clear the original budgets of £3.2m may not be enough to complete the project and it was paused so that the decision could be reviewed to confirm that demolition was still the best option.

A thorough review of what had happened previously, the new estimated costs, alternative housing options and looking into whether Goscote House had a future with an alternative housing supplier were all considered, however the review confirmed that the original decision to demolish Goscote House, even at greater cost, was still the correct course of action. The City Mayor signed a revise decision notice on the 11th. March and the work continues.

Timeline for the demolition of Goscote House and key stages

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

Photograph of Goscote House



February 22 update:

The demolition is currently on programme, the scaffolding has been erected and the mesh coating fitted.

The Health & Safety Executive HSE has visited site and agreed the method of deconstruction.

We have agreed to take additional measures, as recommended by the HSE, to reduce the risk of damage should debris fall when the panels are being removed. This has necessitated the complete closure of the Sure Start Centre for a period of 16 weeks. Sure Start have been very accommodating and helpful and have moved their services to the Afro Caribbean Centre for the required period of time.

The safety of the site and the impact on its neighbours is a priority for us and the following measures have been agreed to reduce the impact on the neighbouring areas

- To reduce the impact of dust the block has been clocked in mess. During the removal of the panels the dust will be suppressed with water and localised hoarding and roofing is being fitted to adjacent buildings and car parks.
- The site will operate a one way system to reduce the impact of increased traffic going into and out of the site and the number of traffic movements will be limited to 10 per day and will only happen during the week and in standard office hours.
- All of the panels removed will only be traveling locally, up to 40 miles, and then recycled, this will have a positive impact of the climate credentials of the deconstruction.
- We have communicated with all stakeholders throughout the process and we will continue to do so until the block is gone, the NHS, Afro Caribbean Centre, Sure Start, Moat College and the neighbouring residents have all been kept up to date and have all responded positively. Officers are also sending regular updates, at key stages, to ward councillors and senior management and will continue to do so.

Sprinkler installations:

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

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

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

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

It should also be noted that the installation of sprinklers is in addition to the passive fire protection measures already in the blocks, the tower blocks already conform to the

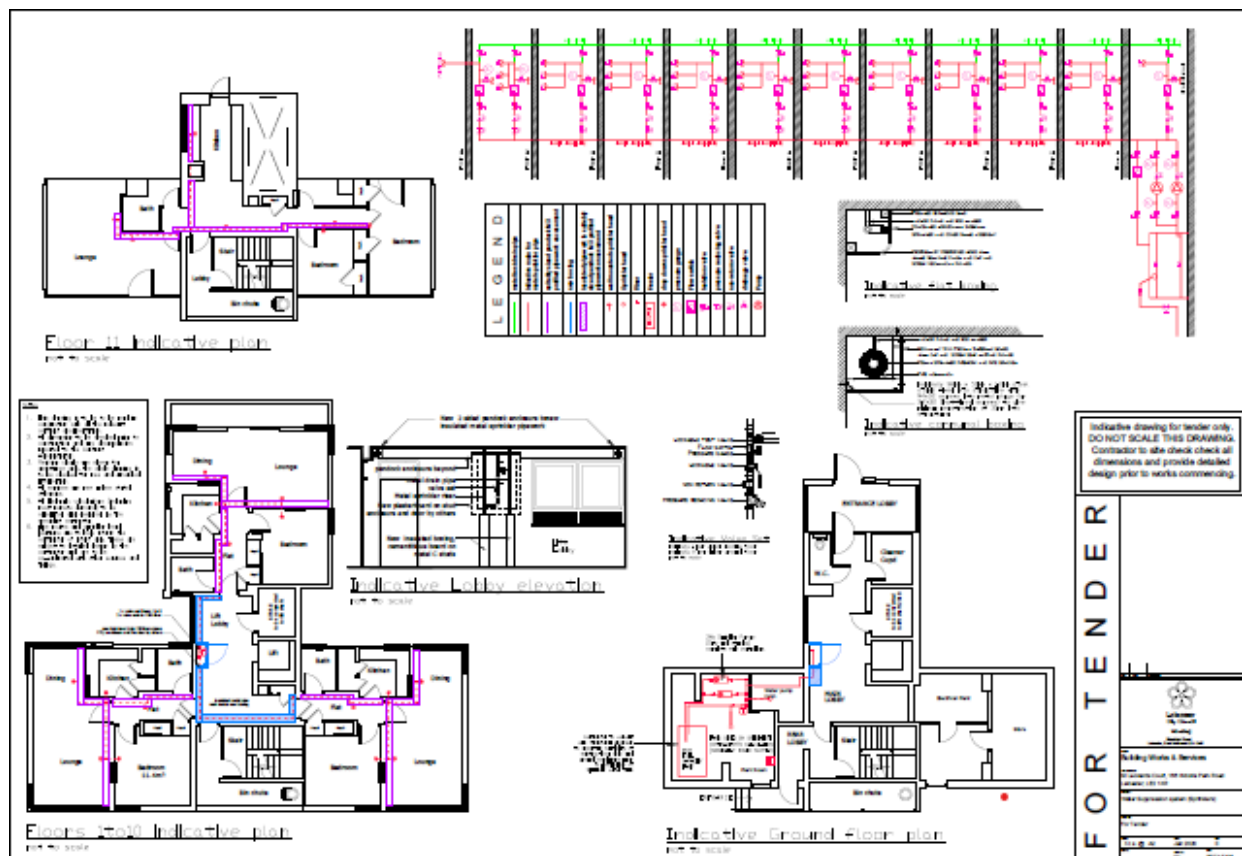
required standards without them so at no time have the tenants been at risk due to the pause.

February 2022 update:

The contract after a robust procurement exercise has been awarded to a company called Harmony Fire.

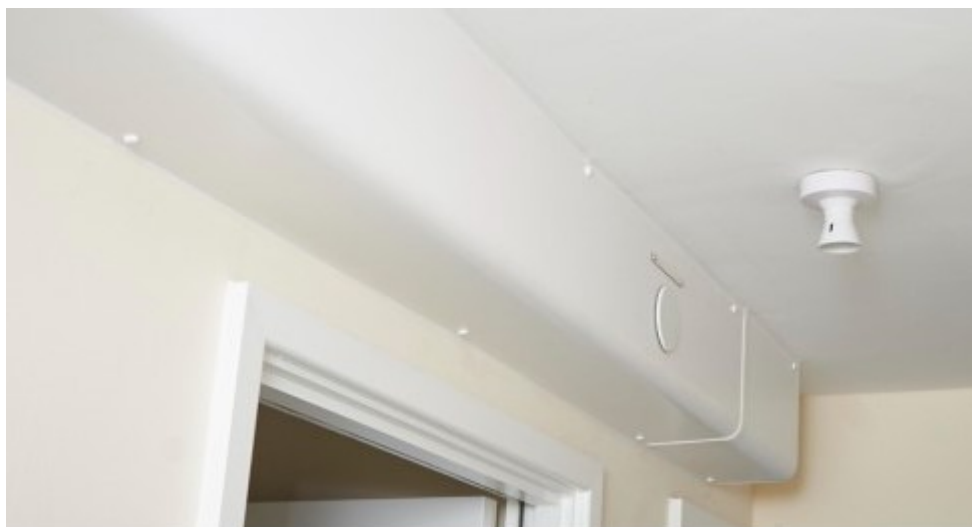
A 12-month programme of works has been agreed for completion of sprinklers in each of the remaining Tower blocks.

Actions	Start date	Completion date
Agree design brief	4 th . January 2022	28 th . February
Framland House	28 th . February	10 th . June
Clipstone House	9 th . May	2 nd . September
St. Leonards Court	25 th . July	11 th . October
Gordon House	5 th . September	23 rd . December 2022



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

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



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

6.1 Financial implications

None sought

6.2 Legal implications

None sought this is for information only

6.3 Equalities implications

None sought this is for information only

6.4 Climate Emergency implications

None sought this is for information only



Housing Online Repairs

For consideration by: Housing Scrutiny Commission

Date: 28 February 2022

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 outlines the current position of the online provision for Housing repairs services, including the key repairs functions that can be undertaken online as well as any key barriers to uptake. It sets out recommendations for the next step of delivering online services for repairs including the potential to hard stop the two main areas of repairs calls to the customer service centre of reporting repairs and repairs enquiries. In 2020/21 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. The current service offer is only available for non-emergency repairs Monday to Friday during office hours. A move towards online services will enable tenants to access some services 24 hrs a day at a time that suits them.

The report details the support that will be place for all tenants to enable access to online services including provision for tenants who do not have access to IT or may not be able to use it or for those tenants who are housebound.

2. Recommended

2.1 The Housing Scrutiny commission are asked to make comment on the following recommendations;

2.2.1 To make comment on the approach to hard stop repairs enquiries from May 2022 subject to appropriate consultation and the support provision being in place within Housing to support tenants unable to access online services;

2.2.2 To make comment on the approach to hard stop the reporting of external repairs from June 2022 (subject to comments above)

2.2.3 To make comment on the approach to hard stop the reporting of internal repairs from July 2022 (subject to comments above).

2.2.4 To make comment on the approach to provision of support for tenants as outlined in this report.

3. Scrutiny / stakeholder engagement

3.1 Housing Scrutiny Commission are requested to consider the contents of this report and make comments on it.

3.2 Tenants Forums were consulted on the proposals contained within this report on 10th February and their comments are included.

4. Background

Leicester City Council uses NEC Housing (formally known as Northgate) 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, viewing rent statements and if eligible, bidding for properties on the Leicester Home Choice scheme. To appoint, schedule and undertake repairs, the Council uses a separate mobile working system, Totalmobile.

At the start of January 2022, 4700 tenants (almost 1 in 4) have signed up for a Housing Online account. To date, 3,400 repairs have been raised via Housing Online. Whilst these figures are steadily increasing the majority of tenants are still reporting repairs by telephone, despite promotion of the service. Only 3% of repairs are currently reported via Housing Online.

Leicester City Council is a member of the Northgate Housing User Group which enables Local Authorities and Registered Providers who use Housing Online to discuss the system and progress in implementation. As part of this group we have benchmarked the implementation of Housing Online with similar sized local authorities. Limited responses were received but from those considered LCC is at a similar stage in progressing uptake.

4.1 Current Online offering

4.1.1 Reporting repairs

Leicester City Council tenants can sign up for a Housing Online account and verify themselves online and they are then able to view recent repairs recorded against their property, along with key information such as the status of the repair (outstanding, completed, cancelled) and any future appointment date. Screenshots of Housing Online are attached in Appendix 1.

Tenants can report a repair to their tenanted property using Housing Online with the help of diagrams, depending on the options chosen, the tenant is presented with some simple Yes / No questions to help prioritise the repair and they are also given some advice if appropriate (such as to turn the stop tap off if they have a leak). Emergency Repairs cannot currently be reported online. It is also not currently possible to raise any repairs for communal areas or for leaseholders to raise repairs for their leaseholder properties, however e-forms are available in My Account for these two areas to reduce call volumes for these areas.

When raising a repair on Housing Online, customers can select an appointment date and time slot (AM or PM) where there are appointments available. The tenant will then receive notification via Housing Online to confirm the appointment, in most cases this should happen on the same day.

One potential concern may be that the online offering will represent a reduction in the service offer when reporting repairs. At present a tenant reporting a repair, either via the Customer Service Centre or Housing Online, is offered an appointment subject to availability on Total Mobile. For non-emergency repairs this is generally on the 4th day after the repair is reported. So, if the repair is reported on the Monday the earliest available date for the repair is the Thursday. This allows the works planners to manage the availability of operatives and to prioritise emergency repairs. The 72-hour window was set up as a means to manage resource but could be reduced to a shorter period to meet increased demand. Regardless of whether the tenant is reporting by phone or online they

will receive confirmation that the repair is booked. Prior to the operative attending their property they will also receive a text message notifying them the operative is on their way. Providing sufficient support is made available to tenants in registering and accessing Housing Online tenants should not see a reduction in the level of service offered.

4.1.2 Repairs Enquiries

Tenants can view online summary details of repairs reported for their property for the last 12 months, including emergency repairs. They can raise an enquiry against a specific repair, these are currently categorised as:

- Report a missed appointment
- Request a change of appointment
- Request an update on an outstanding repair

These enquiries are then emailed to the repairs service for a response, which can either be given via Housing Online in the form of a written update, or where appropriate a phone call directly to the tenant.

This functionality can also be used by LCC staff to provide proactive updates against repairs on Housing Online, thus potentially eliminating the need for the tenant to contact us regarding that repair.

At present there are over 7000 outstanding repairs this is gradually reducing but has an ongoing impact on the delivery of the repairs service. 1 in 4 repairs calls is a repair enquiry. It is proposed to pilot the hard stop initially with repairs enquiries. At present, as explained above, when a tenant raises an enquiry in Housing Online the enquiry is then emailed to the Works Planner who has 72 hours to respond to the tenant or CSC. Moving forward it is proposed that before a repair moves into the Outstanding Jobs category the notes section of Housing Online will be updated to explain to the tenant why the job has not been completed. This should encourage the tenant to register for Housing Online as they can receive an update without having to wait for the Works Planner to update them.

4.2 Account registration

Tenants must sign up for a Housing Online account to view and report repairs. This requires an email address and for the tenant to enter their full name, date of birth and their rent account number. This process validates the identity of the tenant and immediately allows them to access their records on Housing Online, there is then no need for them to enter their address or phone number when reporting repairs for example.

However, the single most challenging issue found to date with the system has been around data quality, for example where the name of the tenant held on Northgate does not match that used to sign up for Housing Online. Where this occurs to date, the tenant is provided with a link to an eForm on MyAccount so we can ask the relevant questions up front and help resolve their issue quicker. Moving forward if tenants are required to report all repairs online it is proposed to write to all tenants with the details held on Northgate in order to ensure successful sign up and reduce user and system error.

Housing Online has Open Authentication capability (OAUTH2.0). This means that it can support single sign on with third party systems that also support OAUTH2.0. The main example of this is Facebook, so it should be technically possible for a tenant to sign up to Housing Online and link it to their personal Facebook account. This would then mean that when they access Housing Online, they do not need to sign in if they are already logged into Facebook. If this could be successfully implemented, then this would likely lead to an increased usage of Housing Online.

At present, Housing Online has been promoted to tenants on the annual rent letters, by text and by email (where text and email addresses are held.) A communications plan has been developed and further methods of promoting the service, particularly around use of social media, are being explored.

5. Proposed next steps and support provision

The system for reporting repairs and repairs enquiries is now in place, however, take up remains relatively low. Whilst, further promotion will take place it seems likely that the only way to significantly increase uptake is to consider hard stopping the reporting of repairs and repairs enquiries, with the exception of Category 1, Emergency Repairs.

It is proposed that from May 2022 repairs enquiries are hard stopped. From June 2022 the reporting of external repairs is hard stopped and from July 2022 the reporting of internal repairs is hard stopped. It is anticipated that by hard stopping the reporting of repairs in the summer it will avoid the busier winter months where there may be additional pressures due to demand from cold weather. In addition, it will avoid a planned upgrade to Northgate in early May which is required to ensure our support remains in date.

In order to achieve the hard stopping all tenants will receive a letter providing their details for setting up online services to report repairs. Further communications will be developed and delivered through the Comms Team including promotion through Social Media and all letters to tenants. Recorded messages will also be placed on the Customer Service Centre phone lines to advise tenants of the proposed changes in advance of them taking place.

It is likely that there will be a number of highly vulnerable tenants who are not able to access online services and consideration is being given as to how we support these tenants. The Equality Impact Assessment is attached for consideration. Work is now underway to develop an Equality of Access Procedure setting out the step by step approach to ensuring our most vulnerable tenants are supported in accessing services.

It is worth noting that this would not be the first significant area of service Housing has delivered hard stops for, with success in the delivery of Choice Based Lettings and Housing Options Tier 1 Line. In addition to recorded messages placed on the ACD to advise of the hard stops it is proposed to place a further message advising tenants that if they need support in registering for Housing Online to contact Housing (a number will then be provided and staff will be briefed in supporting registration over the phone.) If the tenant cannot register themselves (for example if they do not have access to IT) they will be directed to a library where an officer will provide support from an LCC PC. Furthermore, Housing staff will be made available in hubs to support tenants in registering for online services and reporting repairs/making repairs enquiries. For some of our tenants, who do not have access to IT and maybe housebound, our staff will assist them in registering and reporting the repair. A vulnerable persons visit will then be triggered for a Neighbourhood Housing Officer to undertake a home visit. There may well always be tenants who are not able to log repairs for themselves and we will have ongoing Admin resource in place to ensure support is provided.

A potential risk to hard stopping services is that there may be a reduction in the reporting of repairs which could lead to longer term deterioration of our stock. In order to monitor this it is proposed that the number of repairs logged would be monitored closely against previous years to determine the impact on online service provision. If approved, it is proposed that the hard stops are put in place for a pilot period of 3-6 months and that monthly reports monitor complaint levels and repairs reporting.

Self help videos will be developed and placed on line which have been effectively used by other social Housing providers when encouraging online take up.

It is further proposed that tenants be incentivised to set up an online account through a monthly prize draw enabling tenants to win decorating vouchers, which in turn will improve their property.

Key to the success of hard stopping any services will be quality communications and support provision for our most vulnerable tenants.

6.0 Tenants Forum Feedback

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

7.1 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, as 3.5 FTE vacant posts exist within the Admin team to facilitate this. The use of these posts will mean a delay to savings which would otherwise have been declared.

Stuart McAvoy – Principal Accountant

7.2 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)

7.3 Equalities implications

Under the Equality Act 2010, public authorities have a continuing Public Sector Equality Duty (PSED) which means that, in making decisions and carrying out their activities 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.

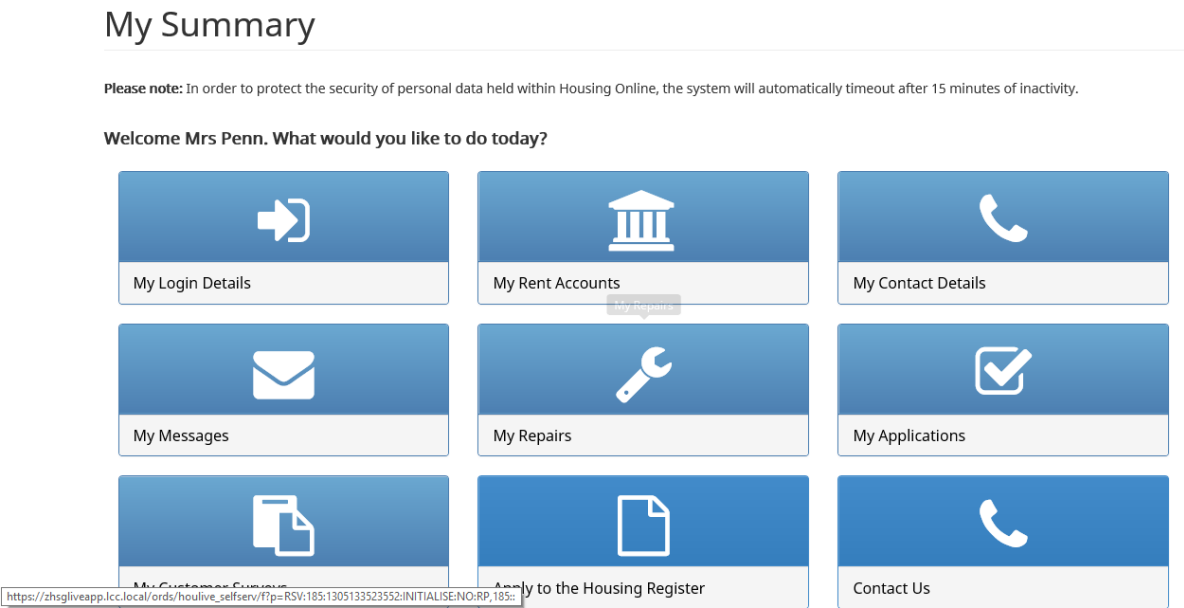
The proposals will affect people from across all protected characteristics, it is likely that there will be a number of highly vulnerable tenants who are not able to access online services and consideration will need to be given as to how we support them. Our Public Sector Equality Duty requires us to pay due regard to any negative impacts arising from our decisions (and this would include decisions on how we deliver our services) and put in place mitigating actions to reduce or remove those negative impacts.

It is anticipated that the main issues that will need to be continually addressed through the lifespan of this Channel Shift project are the potential barriers people with the protected characteristics of age, disability and race may have/experience in accessing/reporting council information online either at home or at a customer service centre: availability of assistive technology that enables disabled people to understand this information; support that enables people with poor English language skills to understand this information – either because of literacy levels or because they do not read or speak English; or support for those who are not confident in using or do not have ready access to online technology.

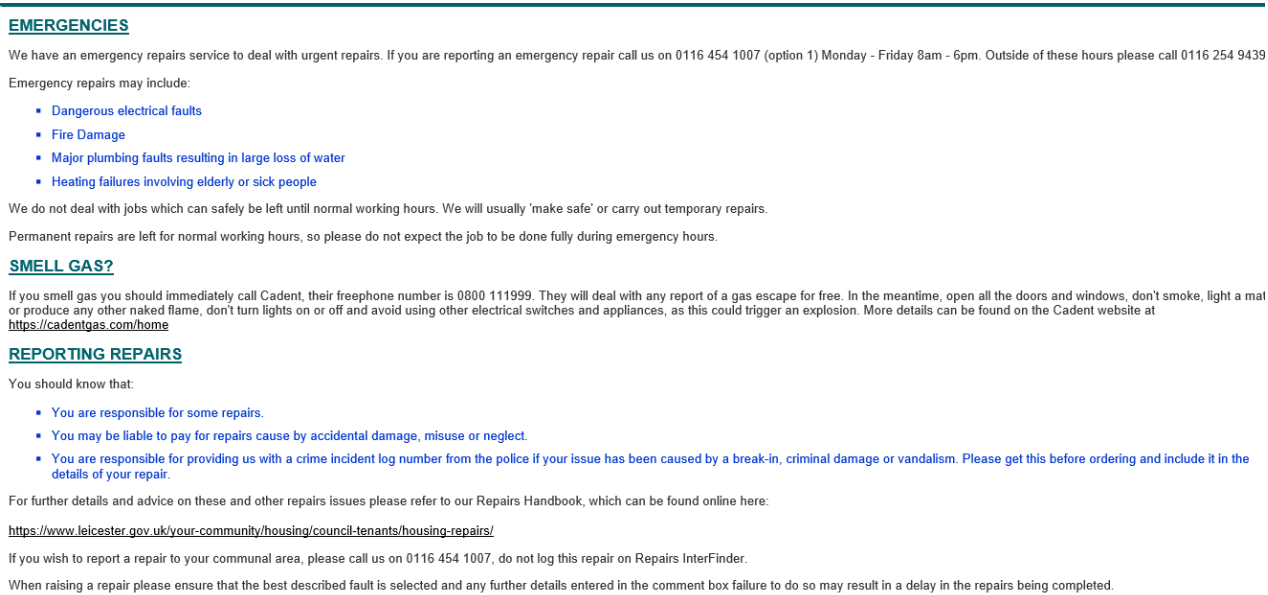
It is important to consider those who may be adversely affected by the proposals and whether they are likely to be disproportionately affected in relation to a protected characteristic. The report cites that an equality impact assessment will be undertaken, it is advised that this is used to inform the decision on adopting the proposals, taking into account information relating to the protected characteristics of those who will be affected and the responses to the proposed consultation. In the event that any disproportionate negative impact relating to a specific protected characteristic/s is identified in undertaking the equality impact assessment, mitigating actions must be identified to reduce or remove that impact.

Surinder Singh, Equalities officer Ext 37 4148.

APPENDIX 1- Sample screenshots of Housing Online
Screenshot A - Housing Online Summary Screen



Screenshot B – InterFinder Useful Information Screen



Screenshot C - InterFinder Contents Page

Text Only version

Search fault keywords...

Emergencies

Extreme weather conditions

Your responsibilities

Gas safety checks


Smell gas

Making improvements to your home


Damp and condensation

Contents


Please select the appropriate section:




Basins and sinks




Baths and Showers




Cookers




Cupboards and shelves




Doors




Drainage and gullies




Electrics




Floors, walls and ceiling




Gutter and downpipes




Heating and hot water




Kitchen units




Outside the property




Roofing




Stairs



Toilets



Water supply and leaks



Windows

Screenshot D – InterFinder Fault Section

Search fault keywords...

Emergencies

Extreme weather conditions

Your responsibilities

Gas safety checks

Smell gas

Making improvements to your home

04

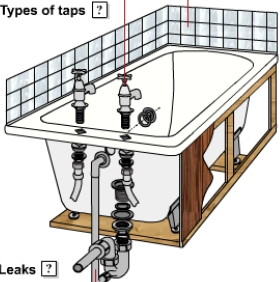
Contents > Baths and Showers > Baths

Please select the label that best describes the fault or damage:
Related Items:
Basins | Drainage and gullies | Sinks | Toilets | Water supply and leaks

☐ Bath tap is dripping or broken

☐ Damaged or loose tile


Types of taps ?



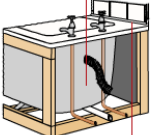
☐ Bath waste is broken or leaking

☐ Bath waste is blocked

Leaks ?




☐ Bath panel is loose or broken




☐ Water is seeping between bath and wall

☐ Bathroom rail is loose or damaged



☐ Bath plug and chain is broken or missing



Screenshot E – Appointment Selection Screen

Successful

Works order 60842792/1 successfully created.

Appointment Information

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

Wednesday, September 08, 2021

12:00 to 15:59

Thursday, September 09, 2021

08:00 to 11:59

12:00 to 15:59

Friday, September 10, 2021

08:00 to 11:59

12:00 to 15:29

**HOUSING SCRUTINY COMMISSION
WORK PROGRAMME 2021/22**

MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
15 th June 2021	COVID-19 Update – Impact on Housing services	Chris Burgin	Chris to provide verbal update
	Goscote House & Sprinklers redevelopment	Simon Nicholls	
	Environment Budget & Public Realm Project update	Gurjit Kaur Minhas	
	Repairs performance and update report	Kevin Doyle	
	Retrofitting & Climate Emergency	Simon Nicholls	
	ASB report	Gurjit Kaur Minhas	
	<i>Informal training sessions to be set-up on the following topics for after this meeting:</i>	<i>Caroline Carpendale</i>	<i>Chris and Scrutiny Support Team to arrange a programme in conjunction with Chair/Vice-Chair</i>
	<i>Homelessness, Rough Sleepers, Property Lettings (CBL) and the voids process</i>	<i>Kevin Doyle, Robert Webster, Simon Nicholls</i>	
	<i>Repairs, Gas and Technical Services</i>	<i>Gurjit Minhas, Charlotte McGraw</i>	
	<i>Income Management, Tenancy Management & STAR</i>		

6 th September	COVID-19 Housing Service Update	Chris Burgin	Further update to be brought to 29/11
	Who gets Social Housing & Overcrowding Reduction Strategy	Caroline Carpendale	
	Annual Rent Performance	Charlotte McGraw	
	Rent Arrears Policy	Charlotte McGraw	
4 th October	Council Housing Building & Acquisitions Programme update	Simon Nicholls	To be taken to OSC on 10/11 Final strategy to be brought back at a later date Written paper to be brought to next meeting.
	Homelessness Strategy update	Caroline Carpendale	
	Tenant Involvement	Charlotte McGraw	
	Disabled Facilities Grant / Housing Adaptation	Simon Nicholls	
	Housing Estate Shops Presentation	Matt Wallace	
29 th November	Resettlement of Afghan Refugees	Chris Burgin	
	Manifesto Delivery update	Chris Burgin	
	Afghan Refugee Resettlement Programme update	Chris Burgin	
	Repairs, Voids & Gas Performance report	Kevin Doyle	
	Empty Homes update	Simon Nicholls	
	Hospital Close/Investment in Social Housing	Simon Nicholls	

<p>10th January 2022</p>	<p>Tenants and Leaseholder's Forum Action and Decision Log</p> <p>Tenancy and Rent Support</p> <p>HRA budget</p> <p>Final Scrutiny Task Group Report – Role of the ASB Team</p>	<p>Charlotte McGraw</p> <p>Charlotte McGraw</p> <p>Chris Burgin/Stuart McEvoy</p> <p>Councillor Westley</p>	
<p>28th February</p>	<p>Environmental Budget – Update</p> <p>Safety Compliance (including Fire Safety)</p> <p>Retrofit & Climate Reduction update</p> <p>Goscote House & Tower Block Sprinkler installation update</p> <p>Channel Shift – Housing Online Repairs</p> <p>Housing Emergency</p>	<p>Gurjit Minhas</p> <p>Simon Nicholls</p> <p>Simon Nicholls</p> <p>Simon Nicholls</p> <p>Charlotte McGraw</p>	

Additional Items – dates tbc:

Downsizing – briefing note
Rent Arrears performance report (including update on Rent Support Pilot) – May/June 2022
Acquisition of Property Portfolio – referred from OSC on 16/12
Succession Rights Policy – <i>separate briefing session to be arranged in early 2022</i>
Scrutiny of the Local Plan
Who Gets Social Housing Update– moved from 29 November
go 1 Tenant Involvement Strategy – Post-Consultation
Update on district heating
PRS Housing Corporate Offer