

Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 11 NOVEMBER 2025

TIME: 5:30 pm

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

Members of the Committee

Councillor O'Neill (Chair)

Councillor Bajaj (Vice-Chair)

Councillors Aqbany, Gopal, Gregg, Mahesh, Singh Sangha and Zaman

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

For Monitoring Officer

Officer contacts:

Ed Brown and Oliver Harrison (Governance Services),

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Further information

If you have any queries about any of the above or the business to be discussed, please contact:

Ed Brown (Edmund.brown@leicester.gov.uk) or **Oliver Harrison** (Oliver.harrison@leicester.gov.uk), Governance Services. Alternatively, email governance@leicester.gov.uk, or call in at City Hall.

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PUBLIC SESSION

AGENDA

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1. WELCOME AND APOLOGIES FOR ABSENCE

To issue a welcome to those present, and to confirm if there are any apologies for absence.

2. DECLARATIONS OF INTERESTS

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

3. MINUTES OF PREVIOUS MEETING

Appendix A

The minutes of the meeting on 26 August 2025 have been circulated, and Members will be asked to confirm them as a correct record.

4. CHAIRS ANNOUNCEMENTS

The Chair is invited to make any announcements as they see fit.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

6. PETITIONS

Any petitions received in accordance with Council procedures will be reported.

7. TENANT SCRUTINY PANEL - VERBAL UPDATE

Members of the Tenant Scrutiny Panel will give a verbal update on the work of the Panel.

8. DISTRICT SERVICE PERFORMANCE 2025

[Appendix B](#)

The Director of Housing Submits a report providing an overview of the Tenancy Management Service, the support it provides and its performance as a social housing landlord to Leicester City Council tenants.

9. HOUSING CAPITAL PROGRAMME- UPDATE

[Appendix C](#)

The Director of Housing submits a report to update the Housing Scrutiny Commission on the Housing Capital Programme delivery for the first half of financial year 25/26.

10. HOMELESSNESS SERVICES UPDATE

[Appendix D](#)

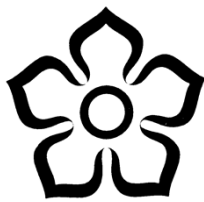
The Director of housing submits a report providing an update on homeless in the City for 2024/25 and progress in relation to Leicester's Homelessness & Rough Sleeping Strategy.

11. WORK PROGRAMME

[Appendix E](#)

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

12. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: TUESDAY, 26 AUGUST 2025 at 5:30 pm

P R E S E N T :

Councillor O'Neill (Chair)
Councillor Bajaj (Vice Chair)

Councillor Aqbany

Councillor Gregg

Councillor Gopal

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32. WELCOME AND APOLOGIES FOR ABSENCE

Apologies were received from Cllrs Mahesh and Zaman.

33. DECLARATIONS OF INTERESTS

The Chair asked members to declare any interests in the proceedings. Cllr Aqbany declared a potential conflict regarding the agenda items because he lived in a council house.

34. MINUTES OF PREVIOUS MEETINGS

The Chair highlighted that the minutes of the special meeting held on 12 June 2025, and the HSC meeting held on 10 July 2025 were included in the agenda pack. She asked members to confirm whether the minutes were an accurate record.

AGREED:

It was agreed that the referenced minutes were an accurate record.

35. CHAIRS ANNOUNCEMENTS

The Chair informed that an email had been sent to non-commission members inviting questions regarding the Housing Regulatory Inspection, but no questions had been submitted, nor were any non-members in attendance. She also noted that this matter would be addressed at the special council meeting scheduled for 1 September 2025.

36. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none had been received.

37. PETITIONS

It was noted that none had been received.

38. HOUSING REGULATORY INSPECTION UPDATE

The Director of Housing presented a report to update the commission on the outcome of the Regulator of Social Housing's initial inspection of the Council's landlord function, along with the action plan to address identified assurance gaps.

It was noted that:

- The RSH regulations came into effect in April 2024 for Local Authorities with housing stock. Following an inspection of the Council's landlord function, Leicester had received a C3 judgment, as anticipated, equivalent to the judgment received by comparable authorities, including Bristol, Nottingham, and Sheffield.
- In the judgment, which was announced on 30 July 2025, the Regulator recognised the significant work underway toward compliance and praised the council for its open and transparent approach. The regulator was also complimentary about the council's work in meeting the standards for the delivery of services.
- The Regulator was assured that the consumer standards were being met in safety and quality, with legal compliance in gas safety, smoke and carbon monoxide safety, fire safety, water safety and lift safety.
- The Housing division demonstrated an understanding of the diverse needs of tenants, taking into account their views in the decision-making process. The Regulator was also assured that the Council deals effectively with Anti-Social Behaviour, further to which the Council was deemed fully compliant with the Neighbourhood and Community standards.
- For the Tenancy standard, the Regulator saw evidence that Leicester was offering tenancies that were compatible with the purpose of its accommodation, the needs of individual households, sustainability of the community, and efficient use of the housing stock. Leicester's mutual exchange processes also met the required outcome of the tenancy standards. Leicester was similarly deemed fully compliant with this standard.

- Only two of the four standards had gaps and issues identified, i.e., Safety and Quality; and Transparency, Influence, and Accountability.
- Under the Safety and Quality Standards, the following areas of improvement were identified:
 - Improved evidence needed on stock condition using the Housing Health and Safety Rating System (HHSRS), to demonstrate that homes were free from Category 1 hazards and give assurance in the level of decent homes.
 - For Electrical Installation Condition Report (EICR) to be completed on a 5-year cycle for all domestic homes.
 - Requirement of additional oversight of Health and Safety performance.
 - Need to strengthen repairs and maintenance services.
- Under the Transparency, Influence and Accountability standards, the following gaps were identified;
 - Additional performance information to tenants
 - Increased opportunities for tenants to scrutinise and influence services.
 - Enhanced complaints handling and reporting.
 - Formalised reporting on learning from complaints.
- The highlighted gaps had already been identified by the Council through a self-assessment before the inspection, and the Housing Division had already commenced work towards compliance since the introduction of the Regulator in 2024. The Regulator was advised of these self-assessed gaps, along with an action plan for addressing them and the required timescales to become compliant in relation to the entire standard.
- Despite detailed evidence of stock knowledge, the Regulator did not accept this due to the absence of HHSRS inspections. Although 500 HHSRS inspections showed no Category 1 hazards, the Regulator still did not consider this sufficient evidence. To date, 1,000 inspections had been completed with no Category 1 hazards found, supporting the Council's belief in 99.5% Decent Home compliance.
- The Regulator also declined to accept the fact that the Council was already 27% compliant for EICR checks and had a full programme that meets the new standards requirement, notwithstanding that this requirement was not mandatory before 2024.
- As of 31 March 2025, given increased demand and lack of craft staff and contractor resources, the Council had about 5000 outstanding out of category repairs (none of which were category 1 or emergency) and 1254 damp and mould out-of-category repairs. As of 31 July, these numbers had significantly reduced to 589 damp and mould repairs and 4,191 out-of-category repairs, respectively.

- The Housing Division had engaged contractors to reduce these numbers further, and it was anticipated that by the end of 2025, all damp and mould out-of-category repairs, and by early 2026, all repairs and maintenance that are out of category, would have been addressed
- From a Transparency, Influence, and Accountability perspective, in the last 12 months, a new tenant scrutiny panel had been introduced and was now up and running. There were also pop-up Housing Officers and two new engagement officers to enhance tenant engagement. Two new communication officers had also been recently recruited to boost tenants' communication.
- On complaints, the whole corporate complaints team had now moved under the Housing Division and was in the process of putting in place correct staffing levels, additional training, a new IT system, and reporting to enable the Council to meet the requirements of reviewing and assessing the type of complaints, as well as lessons learned from that. These will be fully in place over the next 12 months to ensure compliance.
- The Council would be subject to regular engagement and oversight with the regulator, who would monitor compliance with meeting the standards.
- Internally, a Regulator of Social Housing Oversight Board, headed by the Strategic Director, had been set up, reporting to the Deputy City Mayor, Housing, Economy and Neighbourhoods, as well as the Executive. This Oversight Board was proposing to provide progress reports to the Housing Scrutiny Commission alongside detailed reports relevant to the different areas.

In response to questions and comments, the following points were made:

- In reaching its judgment, the Regulator attended two Housing Scrutiny meetings to hear about detailed reports, met with the tenant Scrutiny Panel, and held behind-closed-door sessions with tenants to allow tenants' feedback in relation to services. The Regulator also met with officers across the Housing Division over the course of two days. Finally, they met partners who provide services, including police and community safety.
- It was emphasised by members that tenants' participation was important in shaping services. The Director of Housing assured that officers were proactively ensuring this, and tenants had different channels for reaching officers, including pop-up housing offices, where queries were dealt with on site. The Council had consistently engaged tenants more broadly across the whole of the estate and was identifying champions that could be worked with.
- The distinction between tenants and leaseholders was clarified: the Council, as the landlord, was responsible for repairs,

maintenance, and management of the building where its tenants were, whereas the leaseholder, as homeowner, would be responsible for paying for repairs and maintaining the property, particularly internally. In blocks that the Council was responsible for, leaseholders would need to share the cost of any work undertaken. A leaseholder could potentially be responsible for peripherals, i.e., they could be charged for maintenance of externals beyond their core block.

- In response to the cost of repairs being high, it was noted that the increased cost of engaging craft operatives and current inflation were contributory factors to this. The Council always looked to get the best value and multiple quotes where work is externalised and consulting leaseholders on costs and processes.
- The pop-up housing programme was widely marketed; however, more could be done, including some information going out with the rent statements. A review would also be conducted to determine whether the units were in the right places and if there was a need for additional units or expansion.
- One key area that had been identified was the requirement to undertake 5-yearly EICR inspections. Currently, the council was 27% compliant, and it would have been impossible to achieve 100% across the council stock at the time of the inspection, since the requirement was only introduced in April 2024.
- Other unitary authorities with large stockholding and the same capacity and financial situation as the Leicester City Council were unable to complete, and the Council's expectation was that the Regulator would recognise this in its judgement however this did not happen.
- The Council had always adopted a risk-based approach in checking electrical safety and was therefore confident that its housing stock was safe, e.g., no property has electrical wiring that was older than 30 years old, EICRs were conducted when a property was being let or during mutual exchanges, minor works certificates and electrical installation certificates were issued, and tenants could report electrical faults directly. Tenants also had the opportunity to report concerns to members.
- Leicester housing stock had had £169m investment over the last 10 years, and the Council had detailed information on the different property elements, including roofs, windows, boilers, electric, and their respective lifecycles. Within the decent homes lifecycle, the following replacements had been carried out: 98.2% doors and windows, 92% replacement of central heating, 91.2% electricals (though over 3500 households refused because of its disruptive nature) and 88% kitchens and 77% bathrooms. Additionally, 74% roofs did not exceed 50 years. The following substantiated the Council's position that it did have decent homes.
- The HHSRS and 5 yearly inspections was not a mandatory requirement under the Housing Act 2004 and was introduced as a tool to identify category 1 hazards. The Council had previously

done this a different way but would now undertake the HHRS inspection across its stock. About 1000 had been carried out, with the expectation of fully completing over the next 3 years. The data obtained from this process would be fed into a new IT system to replace the existing data knowledge.

- Operational Tenant satisfaction with repairs remained high at 94%, with only 0.24% of repairs leading to complaints.
- The new legislation has increased the workload and broadened the responsibilities of the Council as a social landlord through the requirement of more preventative work, a 5-year cycle for EICR, and the upcoming Awaab's law. All of these needed to be responded to with the limited resources available.
- Most of the out-of-category repairs had been visited to identify actual risk to tenants.
- The council utilised other councils' inspection outcomes to feed into its self-assessment and identify areas linked to the actual standards. This was beneficial in the drawing up of a robust action plan and identifying solutions.
- There were plans to improve on tenant engagement. In addition to the previously mentioned strategies, including pop-up offices and recruitment of communication officers, it was imperative to ensure that the right performance information was communicated, there was a clear strategy of how people can engage, as well as the incorporation of tenants' input/feedback.
- The complaints process had now been brought under the Housing Division, as opposed to being managed by different departments within the Council. There was an annual report that goes to the Governance and Audit committee, which set out most complaints and timelines for response. The Council was currently about 75% compliant in meeting the timescales.
- Other unitary authorities with a similar-sized stock, and who owned and managed their own stockholding, had received a C3 rating, and this put into context the circumstances surrounding the stock, including age, HRA, the ability to raise funds, etc. Hence, statistically, more councils got C3 than any other grade.
- Officers were encouraged to take into consideration the needs of disabled tenants when carrying out inspections like EICR.
- The council acknowledged ongoing issues in relation to domestic refuse, recycling, and the work to manage the same.
- It was noted that the tenant scrutiny panel's preference for participation in the Council's scrutiny process was either to attend an HSC meeting to provide some feedback on different issues or to send the notes from the entire scrutiny panel for the commission to view.
- The Council was expected to formally report to the Regulator the outcomes and feedback from the Tenants' Scrutiny Panel. The intention was for the Tenants' Scrutiny Panel to be representative of the different estates, and part of the role of the new team being set up would involve visiting the estate to investigate how people

wanted to be engaged locally, to accommodate their different needs. In terms of areas of interest, the Panel wanted to scrutinize and input into performance, environmental budget, allocation policy, inspection outcomes, etc. Ultimately, the agenda was set by them.

- Tenants' satisfaction surveys were undertaken on 100% of repairs. The plan was to extend these surveys to other service areas. The annual satisfaction survey, which was a requirement of the regulator, has just been concluded, and the questions covered the different service areas.

AGREED:

- 1) That the report be noted
- 2) That comments made by members of the Commission be taken into account by lead officers
- 3) Provide regular dashboard reports on the HHRS inspection to the Commission
- 4) Present tenancy scrutiny engagement outcomes to the Commission in 6 months, including proposals to integrate the tenant scrutiny engagement with the Council's scrutiny function
- 5) Provide a future report on lessons learned from the complaints process and from other councils in similar situations.

39. WHO GETS SOCIAL HOUSING

The Director of Housing submitted a report that provided an update on the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register, for the 2024/2025 financial year.

Key Points included:

- There had been a national 3% increase across the households on registers.
- This was the highest number nationally since 2014.
- The average waiting time (nationally) for a suitable let was 2.9 years.
- In 2024/2025, Leicester's average wait in Band 1 was 18 months for a 2-bed property, 22 months for a 3-bed property and 25 months for a 4-bed property. These averages were shorter than the national average.
- The Housing Register was a register of need rather than a waiting list. The number on the waiting list was just over 6,000. This was a reduction of 5% at the same time in the previous year.
- There had been a reduction in households on the register, but there had been a 7% increase in homeless households.
- The numbers in Band 1 were 5% higher than the previous year,

the numbers in Band 2 were down 1% on the previous year, and the numbers in Band 3 had remained consistent.

- Overcrowding was the biggest reason for people being on the register; however, there had been a 4% reduction in this since last year. Work had been done on overcrowding, such as the EasyMove scheme, which involved people exchanging properties for ones that were more mutually suitable.
- 'Housing need' was driven by population growth and socio-economic factors, whereas 'Housing demand' was based on where people wanted to live.
- People could choose which properties they wished to bid on. People were advised to bid as often and as widely as possible to maximise the chance of being rehoused.
- The highest housing need was for three-bed properties.
- Family-sized housing was the most in-demand.
- The demand for wheelchair accommodation outstripped supply. It was aimed to source more of this.
- Those requiring partially adapted accommodation were achieving lets at a higher rate than their representation on the register.
- The number of lettings in the last 12 months had increased by 13%, largely due to an increase in build schemes.
- Band 1 had the highest proportion of people achieving lets. 65% of these were homeless or at risk of homelessness. This was an increase of 12% on the same time in the previous year.
- New Parks had the most lettings, followed by Belgrave and Rushey Mead.
- The average waiting times were only a guide and there were many variables on individual cases.
- The amount of time on the register was dependent on the activity and choices of the applicants.
- Waiting times had slightly decreased for wheelchair accommodation, and there had been an additional seven lettings to households for this kind of accommodation compared to 2023.24.
- Leicester Home Choice (our choice-based lettings scheme) was provided with 50% of all available Housing Association properties and this was monitored.

The Commission were invited to ask questions and make comments. Key points included:

- The Allocations Policy served as the rulebook on how to allocate housing fairly and transparently. Bands were based on priority and did not factor in characteristics such as age or gender. This policy was published online and accessible by the public. The approach taken was based on personal circumstances, and if

people did not agree with it, they could challenge it.

- If circumstances changed, people could submit these changes and be reassessed. Additionally, if people went over the income threshold, they could be updated.
- The policy was consulted on and reviewed to ensure it was current.
- Much work had been done on reducing long waiting times. A housing crisis had been declared, and there were not enough homes to meet needs. Therefore, schemes of acquisitions had been undertaken. Additionally, the mutual exchange scheme had been undertaken to help with the suitability of accommodation, and people in private rented accommodation were worked with to ensure that they did not lose priority on the list. Further work was done on temporary accommodation and homelessness.
- Preparation work was being done with landlords on the Renters Rights Bill to offer reassurance and to work with them to bring people into the system.
- Once the bidding cycle opened, there was no preference for those bidding early. Once bids closed, they were then processed into a list based on band and time at which point those who had been on the highest banding that had bid waiting longest were given priority.
- The more properties that were bid on, the more opportunities they were to be chosen.
- In terms of the number of people in need of adapted homes, these people were served better than some other categories. Adapted properties are only available for those with this specific need to bid on.
- Families were worked with to adapt the properties they lived in. Additionally, adapted and adaptable properties were acquired as part of the new-build scheme.
- When it came to Council land, the council would build a high quota of adaptable/adapted homes in them.
- Adult Social Care and Children's Social Care were worked with to look at the issue holistically.
- The number of properties from new-build schemes had increased the supply of properties.
- A report would be brought to the Commission on the Mutual Exchange Swap Scheme.
- Priority was based on individual circumstances, which was the reason for the banding system. However, it was recognised that many people were in the same situation, which was why it was based on chronology within the band. If circumstances changed, it could impact banding, so people needed to update the Council.
- Case work was all dealt with fairly and transparently, so enquiries would be looked at to see if they required change in banding. Councillors were encouraged to explain the process to residents

and to reinforce the message that it was open and transparent alongside the pressures, waits and limited supply of Council Housing.

- It was suggested that for someone in band 3, it might be better for them to seek accommodation in the private rented sector.
- In relation to Band 2 those successful was largely age-restricted and sheltered accommodation, because that there was less demand.
- Care leavers and Looked After Children were worked with closely in order to locate properties, and the Leaving Care Team was worked with to look at sustainable options in the private rented sector.
- With regard to the EasyMove scheme, people could not be forced to take part, so incentives were needed, such as helping with moving costs, cash incentives, or the possibility of moving to a more preferable area. It was aimed to look at these on an individual basis and help to overcome barriers.
- EasyMove was only a small percentage of the exchanges that occurred. The Council also facilitated a free online national service on home-swapping that could also go across other local authorities.

AGREED:

- 1) That the report be noted.
- 2) That the comments made by members of this commission to be taken into account.

Councillor Aqbany left the meeting during the consideration of this item.

40. REPAIRS & MAINTENANCE UPDATE

The Heads of Service presented an update on the current position of the Repairs and Maintenance performance, including responsive repairs, voids, and damp and mould, the team's performance throughout 2024-24 and projections for 2025-26. It was noted that:

- There was new legislation around Electrical and HHSRS inspections. The team, therefore, anticipated having requests through that route.
- One of the challenges had been around vacancies (with 32 currently, which represents 10% of the Council's craft workforce). This impacted the team's capacity to undertake as many repairs

as it would like.

- A positive development was that outstanding repairs had gone down by 3,000 for total outstanding, and by over 1000 in the repairs that were out-of-category. Hence, the overall repair trend was on a positive trajectory.
- The overall repair trends had been stable, which was beneficial in predicting demands. Work was still ongoing to improve the overall position of the Repairs team.
- The four tenant satisfaction measures showed good progress in comparison to other local authorities. The transactional surveys were over 95% positive as well.
- The team was continuing work with contractors to explore additional capacity to get through the repairs. One of the major goals of the team this year was the investment in staff and an increase in the apprenticeship programme. This is due to a significant skills gap in the craft sector, and this was a way for the Council to proactively address this.
- The team was working hard to achieve its projections and targets for the year.
- On voids, it was noted that:
 - The previous reports had highlighted some improvements. Part of this improvement was the merger of the damp and mould teams within the voids team. The impact on voids had been relatively minimal, while there had been incredibly positive improvements with damp and mould.
 - It was expected that there would be a slight increase in the voids outstanding although still very low numbers, as the teams got involved in supporting voids and damp and mould works, but these projections were based on a stable resource position.
- On Damp and mould, it was noted that:
 - Awareness had heightened on damp and mould, particularly since the unfortunate passing of Awaab Ishak.
 - The Council promptly responded to remedial works, and the Service had been focused on reducing outstanding works to meet the requirements of phase 1 of Awaab's law, which would become effective from October 2025.
 - There were currently no out-of-category inspections outstanding, and there has been a significant improvement in the outstanding remedials, which at the time of the report sat at 689 outstanding, and 546 out of category.
 - 47% of all live remedials outstanding had been visited, in addition to initial inspections to survey for materials, undertake damp and mould cleaning or commence remedial repairs.

- The projection was to clear all out-of-category remedials by December 2025, based on the assumption that resource was stable, contractors would continue to meet expectations, and the team would be able to gain access to properties.
- The number of reports was likely to continue to grow now that we were approaching the colder months.
- Damp and mould were linked to multiple projects because of their multifaceted nature and requiring different actions. Where vulnerabilities were identified, multi-agency meetings were held with technical services and the repairs team to brainstorm the best outcome. There was also a partnership with social work and health professionals to ensure relevant information was obtained in making informed decisions.
- One of the challenges the team continued to face was in respect to job cancellations, however, there has been an improvement in the last six months.
- Some of the changes that would be introduced by Awaab's law from 27 October 2025 was around timelines for investigation and the steps that must be taken by the Council as a social landlord in relation to damp and mould (detailed in the report). Further extensions would be introduced by Awaab's law in 2026 and 2027.

The Commission were invited to ask questions and make comments. Key points included:

- In reference to complaints around hot water, particularly in the shower, and heating, it was explained that showers were normally set to a regulated temperature to prevent scalding. Delays to radiators may impact areas served by district heating due to their special design. Members were encouraged to report any individual cases.
- Tenants could opt out of Light House by discussing it with the relevant housing officer.
- Performance was measured through KPIs shared in the senior management meeting. The team also periodically attended members' briefings and Executive meetings to provide updates, as well as brought reports to the Housing Scrutiny Commission.
- There had been improvements with satisfaction levels; however, the team wanted to increase the types of transactional surveys and response rates so that the service could have a live dialogue of feedback from customers, feed that into the dashboard, and extract quantitative information; as a future way to shape service. Additionally, there were plans to liaise more with the tenant scrutiny panel to get feedback.

- The team was aware of the demand coming in and was building the repairs team to meet these demands through the apprenticeship programme, building its contractor base etc.
- Regarding what could be done to reduce the tide of tenant cancellations, the plan was to reverse engineer the process and work backwards to better understand the tenants' needs and requirements, utilising information from the different types of surveys and feedback. This would also involve adopting effective and suitable communication techniques.
- Tenants were normally informed at the beginning of tenancies about the potential need for contractor access for repairs. One of the reasons for cancellations was due to the chaotic lifestyle of some tenants with complex needs, which subsequently impacted their ability to maintain appointments. The council supported such cases through the STAR service. The Council also had an access procedure that could be invoked where a tenant continually refused access.

AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account.
- 3) The Council's approach to implementing Awaab's Law to be added to the work programme.

41. MAINTENANCE CHARGES

The Head of Service presented a report summarising the findings from the review of cleaning and associated charges for communal areas in council-owned accommodation, and the improvements to the service. It was noted that:

- Not every communal area was normally cleaned, because following the initial consultation with tenants when the service was first set up, some opted out to avoid additional charges.
- The need for this review arose after the New Parks enquiry on the level of cleaning. The service identified that the level of cleaning needed to be enhanced to meet the changing service needs.
- A review of the service had not been carried out since its introduction and the level of service had not been formally assessed.
- The tenancy satisfaction measure for satisfaction with communal areas was 49% and had increased to 70% this year as a result of the enhanced cleaning that took place.
- The council cleaned over 50 sites, and 550 properties were charged for communal cleaning.

- The review had led to enhanced cleaning at the Burns Flat, and this standard was now being rolled out across the city.
- It was discovered that in sheltered housing the service was not charging tenants the full cost of cleaning.
- The Service used the opportunity of review to see if flats that had previously opted out were interested in opting back in, because the Council was still having to carry out intensive cleaning in those communal areas, funded through the HRA.
- Formal monitoring arrangements were now in place with the Housing and Cleaning staff who meet regularly on the estate to ensure standards were being maintained.
- The Service was engaging with tenants to get their feedback so that issues could be picked up on quickly and brought to monitoring meetings.
- An annual review would take place to ensure services aligned with charges.
- A special project was planned for an in-depth review of all sheltered housing charges and the service provided.

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

- Sheltered housing units were cleaned every weekday, while other blocks were cleaned once or twice a week.
- Maintenance charges were calculated based on time and frequency, and areas that needed to be cleaned.
- The council ensured transparency through listing the charges payable on the rent invoices that went out to tenants.
- In relation to how the charges could be minimised in view of the cost-of-living situation, it was noted that this was normally considered within the HRA budget report on an annual basis, and tenants were engaged with for ways to support. However, it was emphasised that the rising inflation and increase in wages had to be considered.
- It was recommended that formal tenant engagement in big blocks around the city should be carried out to ensure the residents were getting value for money. This should also be considered through the Tenant Scrutiny panel, since the issues can be specific to the areas they live in.

AGREED:

1. That the report be noted.
2. That comments made by members of this commission to be taken into account.
3. Feedback to be provided to the Commission on how the Council benchmarks maintenance charges against other Local Authorities or Housing Providers

4. Other maintenance charges to be brought to future meetings.

42. WATER HYGIENE REPORT

The Director of Housing submitted a report to provide an update on how the Housing Division managed water hygiene safety in its communal areas and tenants' homes.

The Commission were invited to ask questions and make comments. Key points included:

- Legionella was a key risk, and as such, the report had focused on it.
- Of the 1500 communal areas, only 36 had a water supply, so the legionella risk assessment was done on those blocks.
- All assessments were complete and reviewed on an ongoing cyclical programme on a three-yearly basis. There was confidence that all requirements were met.
- It was not mandatory to run checks on individual homes, but a 10%-sample was taken of individual homes, usually when they were void. 81% of the housing stock did not have stored water (i.e. no tank in the loft). Overall, the remaining stock with stored water was at higher risk, and the strategy was to remove stored water as much as possible. There was confidence that of the stock with stored water, 96% was low risk from a water hygiene perspective.
- It was being looked at to remove stored water from sheltered housing and replace it with a different system.
- A Legionella Risk Assessment was carried out in voids. With proper management in place, all risks could be effectively mitigated. However, the long-term goal was to fully and fundamentally design out these risks—a process that would take time. In the meantime, mitigations were carried out to control risks to an acceptable level.
- Communications were carried out with tenants to advise them on water hygiene advice that could be followed, such as flushing out showers when a person had been away for a number of weeks.

AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account.

43. WORK PROGRAMME

The chair invited members to make suggestions on items that they wished to be included in the work programme. The work programme was noted.

44. ANY OTHER URGENT BUSINESS

There being no further business, the meeting closed at 19.50.

District Service Performance 2025

Decision to be taken by:

Lead Member Briefing: 29 September 2025

Housing & Neighbourhoods Board: 8 October 2025

Housing Scrutiny Commission: 11 November 2025

Tenants Scrutiny Panel: 26 November 2025

Assistant Mayor for Housing: Cllr Cutkelvin

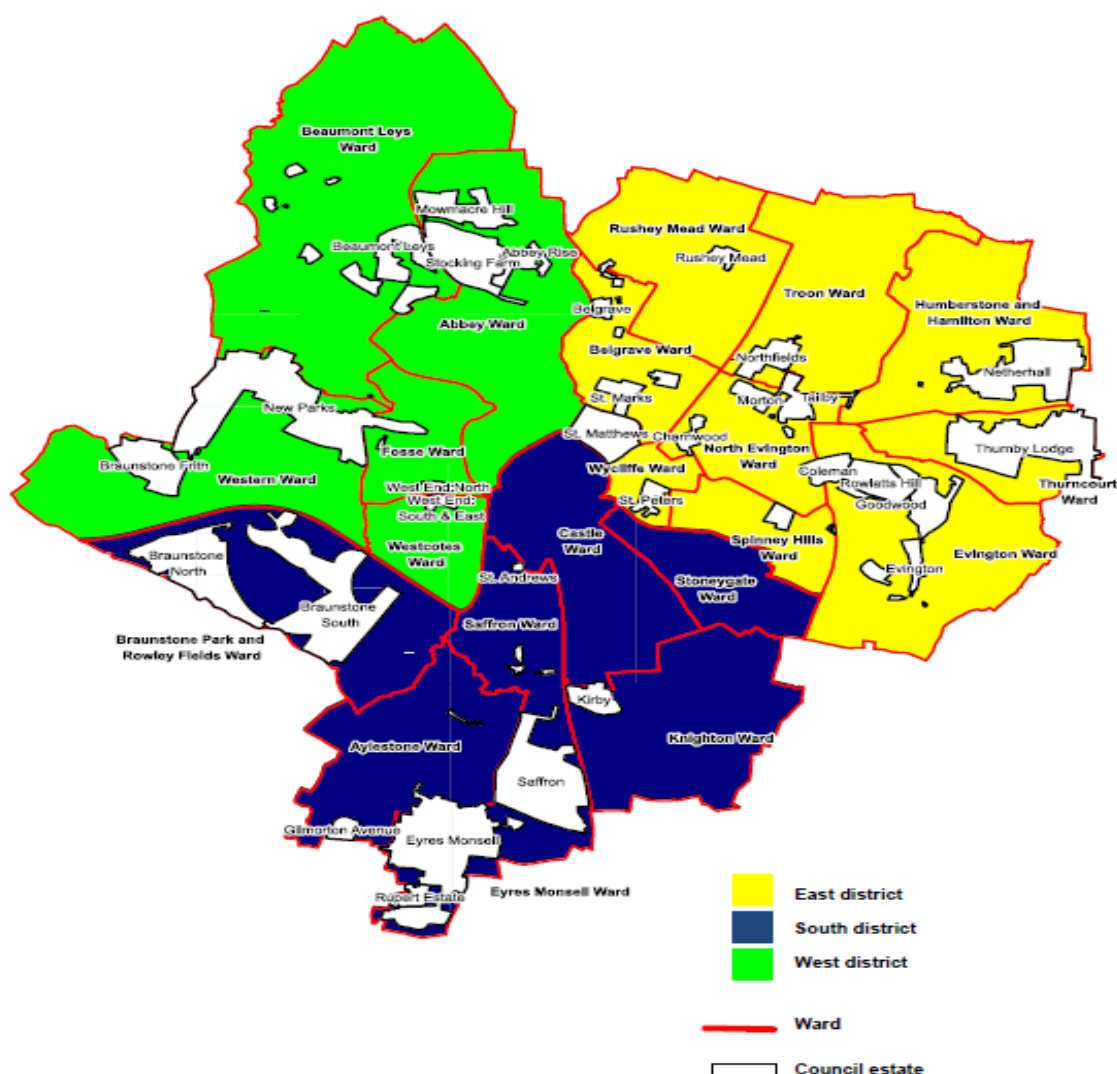
Lead Director: Chris Burgin

- Ward(s) affected: All
- Report author: Gurjit Kaur Minhas
- Author contact details: gurjit.minhas@leicester.gov.uk
- Report version number: V4

1.1 This report provides an overview of the Tenancy Management Service, the support it provides and its performance as a social housing landlord to Leicester City Council tenants.

2.1 To note and comment on the contents of the report.

3.1 The Tenancy Management service provides the landlord functions to council tenants, there are just over 20,000 council properties in the city. The service operates on a geographical basis in the city, in three districts, East, South and West. Each district is managed by a District Manager.



- 3.2 The District Managers oversee the tenancy management staff, which include housing officers, assistants and sheltered housing officers to provide the landlord function to council tenants.
- 3.3 There is also a small Leaseholder Liaison Team to support the 1800 leaseholders in the city and a Gypsy and Traveller Team managing our 3 permanent sites in the city.
- 3.4 The profile of tenants has changed significantly over recent years as the criteria for social housing tightens because of the housing crisis. We continue to re-house more vulnerable people with multiple complex needs. To support our tenants who struggle to maintain their tenancy we have the in-house Supporting Tenants and Residents (STAR) service and the Help Beyond Housing Team.
- 3.5 The vision and the priorities for tenancy management service were developed in 2022 based on feedback received from tenants:

Vision:

“A customer focused landlord service that enables and supports tenants to have successful tenancies and live safely adhering to their Conditions of Tenancy”.

3.6 Priorities

- **Fire Safety and Communal Areas**
- **Customer Care**
- **Better Estates**
- **Live Well and Specialist Support**

- 3.7 There are a range of tenancy management functions carried out, that sit under these service priorities as listed below:

Fire Safety and Communal areas

- Fire inspections of communal areas in flatted accommodation
- Asbestos inspections in communal areas
- Fire Risk Assessment reviews
- Personal Emergency Evacuation Plans
- Cleaning inspections

Customer Care

- Implementing the engagement strategy action plan through the Engagement Team
- Facilitating the Tenants Scrutiny Panel
- Local estate-based engagement with tenant's associations and community groups
- Pop – Up Housing Offices
- Conducting the Annual Tenant's Satisfaction Measures Survey

Better Estates

- Estate inspections
- Monitoring of cleaning, grounds maintenance and estate caretaker service level agreements
- Identify and implement estate improvements (Environmental Budget work)
- Working closely with the community safety team and partners to deliver the Anti – Social Behaviour service to council tenants.

Live Well and Specialist Support

- First visits and welfare checks
- Domestic Abuse Cases
- Management cases - where tenants need to relocate.
- Decants - which is a temporary relocation whilst repairs are carried out.
- Arranging temporary accommodation
- Access to properties
- Condition of Tenancy breaches
- Mutual Exchanges
- Illegal occupiers
- Tenancy changes
- Safeguarding and risk cases
- Emergency situations – flood /fire
- Management of sheltered accommodation.
- Direct support provided to vulnerable tenants by the inhouse Supporting Tenants and Residents (**STAR**) Service
- Supported Housing and intensive floating support provided by the **Help Beyond Housing** team
- **Gypsy and Traveller** team
- **Leaseholder Liaison** team
- Out of Hours Service jointly with Repairs Service

3.8 The service priorities are closely linked to the consumer standards set out by the Housing Regulator, that the whole of the housing service contribute towards delivering. The standards are:

- **Safety and Quality**
- **Transparency, Influence and Accountability**
- **Neighbourhood and Community Standard**
- **Tenancy Standard**

4. Detailed report

Performance in key areas:

4.1 Fire Safety and Communal Areas

- 4.1.1 Neighbourhood Housing Officers are the **Building Responsible Officers (BROs)** for residential buildings with communal areas and oversee and carry out fire safety, cleaning and asbestos checks.
- 4.1.2 **Fire safety inspections** are carried out in all communal areas of flatted accommodation to ensure that all the fire safety equipment is in good working order and areas are free of obstacles to enable safe evacuation. Depending on the building type weekly or monthly inspections are carried out. There are 1500 communal areas to inspect, in the last year 95% of fire inspections were carried out in time. This is in comparison to 99% for 2024, the drop is due to vacant posts, which have now been filled.
- 4.1.3 For all tenants who will need assistance to evacuate a building in case of an emergency, **Personal Emergency Evacuation Plans (PEEPs)** are produced and shared with emergency services. We currently have over **352** in place to ensure we keep people safe; this is an increase from last year when we had 300.
- 4.1.4 The E-Bike and E Scooter Fire Safety Policy has been agreed to inform tenants of the risks associated with these and other devices containing lithium batteries. Information is available on the council's website [How to keep your home safe](#) and is provided to tenants when they sign up to a tenancy and included in the annual rent letters.
- 4.1.5 A city-wide review of **cleaning** and associated charges was carried out in response to engagement with tenants in the New Parks area at the Burns flats. The review identified that service needs have changed on estates and cleaning levels have been improved, we are confident that the level of cleaning now aligns to the charges. For Sheltered Housing we identified we were not charging for the level of cleaning carried out and this has led to the need to review the whole Sheltered Housing Service offer. Formal monitoring arrangements have now been put in place to ensure standards are maintained. See below communal areas and laundry room after enhanced level of cleaning was introduced at the Burns flats.



- 4.1.6 The cleaning service costs **£870k**, which is paid through charges collected from tenants.

Next Steps:

- 4.1.7 New government regulations around PEEPs and funding will be introduced this year. We therefore will need to review and enhance our PEEPs process
- 4.1.8 An ongoing annual review of cleaning to take place. The Housing Scrutiny Commission have also requested that engagement takes place with tenants in large blocks of flats across the city, to ensure cleaning standards are maintained.
- 4.1.9 We will need to determine the additional resources that will be required to carry out that increasing statutory BRO work, housing officers are now required to carry out.
- 4.1.10 A review of the Sheltered Housing Service offer and a review of further charges across all communal areas will also take place.
- 4.1.11 Tenants Satisfaction Measures (TSM) linked to this area, show an improvement in performance, as below:

TSM results		2023/24	24/25
TP05	Home is safe	57%	78%
TP10	Clean communal areas	49%	70%

4.2 Customer Care and Engagement

- 4.2.1 The Tenants Engagement and Communication Strategy was launched in March 2025, this will ensure structures are set up so that tenants are able to scrutinise services, help shape service delivery and influence decision making. The aim of the strategy is to hold the landlord to account and ensuring the division effectively communicates important matters to residents.
- 4.2.2 An Engagement Manager and 3 Engagement Officers have now been recruited to carry out engagement activities and implement the strategy across the city. The first engagement structure to be set up is the Tenants Scrutiny Panel (TSP), which has already had a few meetings. The panel so far has scrutinised the performance of gas services, tenancy management and made suggestions to improve services for tenants. See below the July 2025 meeting of the TSP. The panel has requested further information on repairs, estate wardens and details on the outcome of the Housing Regulatory Inspection.



4.2.3 Last year's tenancy satisfaction measures survey and feedback from engagement sessions highlighted that tenants want to be listened to more and speak to housing officers face to face. We therefore held a number of engagement meetings in Autumn 2024 and set up the Pop- Up Housing Offices, which have been running since March 2025 and are proving to be very popular. The pop ups are open from 11am to 3pm every week on the following days:

- Tuesdays at the New Parks Library & the Tudor Centre
- Wednesdays at Pork Pie Library & the BRITE Centre
- Thursdays at the Saint Matthews Centre & Thurnby Lodge Community Centre

4.2.4 From March to June over 900 people have attended with a range of housing enquires and we have had positive feedback from tenants. One tenant quoted

“very useful, it was short waiting times, and I got to speak to my Housing Officer. He was very good, customer services told me to come here”

Next Steps

4.2.5 Now the engagement team is in place, work can continue to implement the engagement strategy especially focusing on more local estate-based engagement. We will also be monitoring the profile of tenants engaging to ensure we have representative engagement and reach hard to reach groups.

4.2.6 A review of the pop-up offices will take place to ensure they are accessible and are in suitable locations to meet the needs of tenants.

4.2.7 A review is taking place of landlord information that should be provided to tenants and how we can make this accessible to our tenant population. A communications officer will be in post to improve communication with tenants.

4.2.8 Tenants Satisfaction Measures (TSM) linked to this area, shows an improvement in performance below, linked to the engagement work that was already started:

TSM results		2023/24	24/25
TP06	Listens to	40%	60%
TP07	keeps informed tenants	47%	62%
TP08	treat with respect	57%	75%

4.3 Better Estates

4.3.1 Anti- Social Behaviour on council estates is now investigated by the Community Safety Team. Within the Community Safety Service, a dedicated team, the Housing Anti- Social Behaviour Team (HASBU), has been set up to deal with council housing

related ASB, the service can be accessed by phone and online. Tenants can also report ASB to their Housing Officer and this will be referred through to the new team. The Housing Regulator now requires us to report ASB per 1000 properties. In 2024/25 we had **12.8 cases of ASB and 0.5 hate crimes** per 1000 properties. In 2023/24 we had 11.1 ASB cases which included 0.6 hate crimes per 1000 properties. There has been some excellent joint work between housing, community safety and the police in hotspots in the city. Housing officers have been able to provide support and reassurance to tenants and the HASBU team and Police have taken enforcement action. During the recent inspection the Housing Regulator was satisfied with the partnership response we take to address ASB in the city.

4.3.2 The Environmental Budget was **£200k** this year, we have focused on keeping estates tidy and maintenance work. One of the most successful projects delivered with tenants was the community garden at Meadow Garden's. New benches, raised planting areas, fruit trees and wheelchair assessable foot paths have been installed. Tenants can grow their own fruit and veg, which supports people to eat healthy, save money and reduce social isolation. This was a joint project with housing teams, public health, ground maintenance and the tenants themselves. The photos below are from the open day.



4.3.3 The service level agreement with the Grounds Maintenance Service has been improved to increase weed spraying on estates, grass edging and additional pruning. This has led to fewer complaints about the conditions of estates.

4.3.4 The Housing Division contribute over **£1.0m** 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.

4.3.5 The Housing Division contribute **£1.7m** to the grounds maintenance service to look after housing areas across the city, this involves mowing all the grass on housing land, cutting back shrubs and maintaining greenery.

4.3.6 The Neighbourhood Improvement Team helps to bring people back into employment, by offering 6 to 12-month work placements. The housing division invests **£216k** to provide this opportunity to 10 Neighbourhood Improvement Officers. 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. At the request of housing officers, the team will clear and tidy gardens of vulnerable tenants who are unable to do it themselves.

Next Steps

4.3.7 The focus for the next year needs to be monitoring of the Estate Warden Service, we have identified improvements with grounds maintenance and cleaning services, following increased investment and more effective monitoring of service level agreements.

4.3.8 The Housing ASB service will be developing clear service standards in consultation with tenants and will be promoting these over the next year. The team is also being realigned to provide “a cradle to grave case management approach” so that housing cases stay with one member of staff, to ensure continuity and a consistent level of service.

4.3.9 The TSM measures show increased satisfaction with the housing ASB service. In fact, we come out in the top quartile for ASB satisfaction when compared with other similar local authorities.

TSM results		2023/4	24/25
TP12	Satisfaction with ASB	39%	65%

4.4. Live Well and Supported Accommodation

4.4.1 During 2023/24, Housing Officers have carried out:

- **1064 first visits in 2024/25** in comparison to 927 in 2023/24. These visits are carried out to ensure new tenants have settled into their new property and understand how to access services. Referrals to support services are made at this stage, if it is identified that tenants need support with aspects of managing their tenancy or wellbeing.
- **1259 welfare checks in 2024/25**, in comparison to 1500 welfare checks in 2023/24. A welfare visit is conducted when there is some indication that a tenant maybe struggling to cope in their tenancy. There may be signs of self-neglect or other safeguarding issues, referrals can be made, by the Police, ASC or any other service area or partner agency. The Housing Officer will visit and ensure referrals to appropriate support are made to assist the tenant to stabilise their tenancy and to help improve their health and wellbeing.
- **110** cases of domestic abuse were supported to enable survivors and victims to access safe accommodation and/or support from specialist services.
- The service also dealt with **12,887 calls for service in 2024/25**, in comparison to 13,416 in 2023/24.
- The tenancy sustainment rate remained at **95% for 2024/25**, which is a real success and reflects the commitment of tenants themselves and services who provide support to them to help maintain their tenancies.

4.5 Housing Related Support

- 4.5.1 We have **14** units of **Sheltered Housing Accommodation** across the City, and support approximately **400** tenancies within these units. Sheltered housing is communal housing for older people with staff based on site part time. Daily checks are carried out on those residents who wish to have them, and pendant alarms are provided to all residents.
- 4.5.2 Housing Officers will arrange to refer any tenant who is identified as requiring support in sheltered housing or in general needs housing to a range of support services to help them sustain and maintain their tenancy. A referral could be to Adult Social Care, health services or to the in-house team STAR team. Leicester's Homeless Strategy 2023-2028 highlights that around half of singles presenting to homelessness services have support needs, and of those a quarter have mental health support needs and over 20% have complex support needs (2 or more issues). Many of these cases are being re-housed in council tenancies. We have specialist services in place to provide support to tenants once they are in a tenancy.
- 4.5.3 The **STAR service** provides wrap around support; the service is committed to stabilising the tenancy to prevent homelessness by developing a personalised support plan with tenants. The service has 5 community teams supporting Leicester City Council tenants and has developed the service around trauma informed practice. The service receives countless compliments, see below, relating to ethos of respect and dignity that it demonstrates when supporting vulnerable people.

“Thanks for all the help you are the best star worker that we have ever worked with because you listened if we had to say something and you didn't talk down to me or xxx you showed us respect so we showed you the same forget ten out of ten how 100/100 any one else that works with you will be as happy as me and xxx where with you so thanks again xxx from xxx and xxx”

- 4.5.4 This year the service has had a similar level of referrals in comparison to the previous year:
- **682 referrals** have been received from a range of agencies in 2024/25, in comparison to 743 in 2023/24.
 - **641 of the most vulnerable tenants with multiple disadvantage** cases were supported in 2024/25, in comparison to 550 in 2023/24.
 - **151 cases presenting with abuse, suicide or self-harm** in 2024/25, in comparison to 139 in 2023/24.
 - **51 hoarding cases** in 2025/24, in comparison to 75 in 2023/24.
 - **322 households that had been homeless** within 2 years in 2024/25, in comparison to 282.
 - **297 tenants referred required mental health support** in 2024/25 in comparison to 273 in 2023/24.

- **200 vulnerable adults at risk of self-neglect in 2024/5**, in comparison to 230 in 2023/24
- **374 households require help with furniture and household items in 2024/25**, in comparison to 377 in 2023/24.
- **£324,553 income maximised on average per quarter in 2024/25**, in comparison to £300,957 in 2023/24

4.5.5 **The STAR AMAL team** has had specialist training, knowledge and specific experience of working with newly arrived refugees and has extensive experience of the practicalities of managing refugee families fleeing conflict and persecution. In 2021 the team began to provide support to Locally Employed Staff (LES), evacuated from Afghanistan, who had been supporting the coalition forces in Afghanistan. The team now also run the Leicester Home for Ukraine scheme and has supported **164 households with mainly sponsorship arrangements in the city.**

4.5.6 The **Help Beyond Housing team** is a joint project with the Department of Health set up in July 2023. The team are working with some of most complex needs tenants who have a combination of drug, alcohol and mental health issues. Often coming from a background of entrenched rough sleeping, who are not coping in tenancies. The team is providing intensive long term floating support to assist people back into recovery in partnership with Health and Drug and Alcohol Services in the city. The team have been working with **85 cases** over the last year. Due to the hard work of this team, no tenants are currently rough sleeping.

4.5.7 **Zip Trainer Accommodation Project**

January 2025 saw the team open the Zip Trainer Accommodation Project officially, the residents in the 11 trainer flats are now interacting with each other in a positive way. A few of the residents have moved onto independent tenancies after receiving training to build up their life skills, so that they are now able to cope on their own.

4.5.8 Right to Buy has resulted in many council tenants purchasing their properties or their leases if they live in flatted accommodation. A landlord and tenant relationship still exists with leaseholders; therefore, we have a **Leaseholder Liaison Team** who provide support to the **1800** leaseholders, we have in the city. The team deals with daily enquiries about charges, repairs and leaseholder responsibilities.

4.5.9 The TSM measures show an increase in tenants feeling like they are being treated with respect and making a positive contribution to communities.

TSM results		2023/4	24/25
TP08	Treat with respect	57%	75%
TP11	Positive contribution	41%	64%

Next Steps:

4.5.10 Support for domestic abuse cases needs to be reviewed to ensure we are doing our utmost to support victims and survivors.

4.5.11 A review of the sheltered housing service offer and associated charges is required.

4.5.12 The Supported Housing Manager continues to identify suitable supported housing schemes for council tenants, with high level complex needs.

4.6 Challenges

4.6.1 Although the service offer for council tenants has generally been maintained, many of the complaints raised by council tenants tend to be associated with the current housing crisis.

4.6.2 It can be challenging for the service to manage expectations as we are rehousing more people that have complex support needs and, in some cases, very chaotic lifestyles. Although we provide support, some people do go onto be involved in ASB on estates and neighbouring tenants want to either be relocated or want perpetrators evicted straight away. There is often not a quick resolution, as to take enforcement action the community safety team must take cases through the legal route. To relocate someone also can take a very long time due to the shortage of supply and high demand for council housing.

4.6.3 Some of our complaints that are harder to resolve are linked to low level ASB, which is harder to prove or where people need to relocate due to changing family circumstances. It can be frustrating for people to understand why the council cannot respond to and resolve their concerns immediately.

4.6.4 With our newly established engagement team we are working with tenants to set and communicate service standards that are achievable, as well as involving them to shape services that work for them. With more robust communication and engagement, we hope to manage expectations better.

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

5.1 Financial implications

There are no direct financial implications arising from this update, though it is worth noting that existing budgets fund significant activity including £870k for communal cleaning, £1.7m for grounds maintenance, £1m for estate wardens, and £216k for the Neighbourhood Improvement Team. There is also a capital budget of £200k per year which contributes to larger projects within the city's estates.

Jade Draper, Principal Accountant 19.9.2025

5.2 Legal implications

None to be noted. Shazmina Ghumra
Principal Lawyer
15.9.25

5.3 Equalities implications

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

Protected characteristics under the public sector equality duty are age, disability, gender re-assignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation. There are no direct equality implications arising from this report as it provides an update and is for noting on the Housing ASB Team and Tenancy Management District performance. Tenants will be from across a range of protected characteristics and equality considerations need to be taken into account as part of the ongoing work on the identified areas listed in the report. Any areas of concern need to be addressed and mitigating actions put in place as appropriate. It is considered best practice under Housing Regulatory Standards to provide tenants and customers with information that helps them understand their contractual obligations, and their rights as tenants, when engaging with people it is important that accessibility is considered.

Equalities Officer, Surinder Singh 454 4148

Dated 15 September 2025

5.4 Climate Emergency implications

There are limited climate emergency implications directly associated with this report. More widely, as housing a significant source of emissions in Leicester, engagement with tenants should consider opportunities to provide information on advice and support around energy efficiency, to assist occupants in reducing their carbon emissions and energy bills.

Phil Ball, Sustainability Officer, Ext: 37 2246
17 September 2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

8. 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)?

9. Is this a "key decision"? If so, why?

Housing Capital Programme- update

Lead Member Briefing

Date of Meeting: 29th. September 2025

Housing & Neighbourhoods Board

Date of Meeting: 8th. October 2025

Housing Scrutiny Commission

Date of Meeting: 11th. November 2025

Lead Member: Cllr Elly Cutkelvin

Lead director: Chris Burgin

Useful information

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

1. Summary

This report has been prepared to update the Housing Scrutiny Commission on the Housing Capital Programme delivery for the first half of financial year 25/26.

2. Recommended actions

That the Commission note the content of this report

3. Detailed report

The Housing Revenue Account (HRA) budget is a ring-fenced budget that is used for delivering services to council tenants. In 2025/26 the income from rental and service charges is predicted to be circa £103m in 25/26 and £40.96m of this has been allocated to improvements to the housing stock, with £30m for the delivery of affordable housing. This is referred to as the capital programme, this report will update the lead member for housing on delivery progress.

There are four work streams that make up the capital programme, they are:

- Ongoing programmes of work
- One off improvement projects
- New Build Council housing
- Housing Acquisitions Programme

The headline HRA capital programme budget is set out below:

Appendix B

HRA Capital Programme 2025/26

The table below shows the 2024/25 capital programme approved in February 2024 (excluding budgets slipped from previous years' programmes), and the proposed programme for 2025/26. All of the schemes listed for 2025/26 are immediate starts.

	24/25 Capital Programme £000	25/26 Capital Programme Additions £000
Kitchens & Bathrooms	2,800	2,400
Boilers	2,500	2,000
Re-wiring	1,610	1,610
Re-roofing	1,000	1,500
Soffits & Facia	150	150
Windows and Doors	50	50
District Heating Maintenance	500	500
Communal Improvements & Environmental Works	200	200
Communal Flat Improvement Programme	0	200
Disabled Adaptations	1,200	1,200
Fire Risk Works	500	500
Safety Works including Targeted Alarms	100	100
Loft Insulation	50	100
Affordable Housing - Acquisitions & New Build	15,000	30,000
St Matthews Balcony/walkway Estate Work	200	200
Door entry replacements	0	250
Total Capital Programme	25,860	40,960

Programmes of work:

The following are the main items of expenditure.

Kitchens & Bathrooms

£2.8m will be spent of refurbishing kitchen and bathrooms, so far, we have refurbished 126 by the end of the year we will have competed 333 kitchens or bathrooms refurbishments. We carry out these refurbishments in both vacant and tenanted homes.

Boilers

£2.5m will be spent replacing boilers that have come to the end of their life, so far, 321 have been replaced, in total we will replace 784 boilers this year.

Re-Wiring

£1.61m will be spent either fully or partially re-wiring properties across the city. We have carried out 154 so far and will complete 450 before the end of the year.

Re-Roofing, Soffits & Facias

£1.5m will enable us to replace roofs to a variety of buildings including single houses up to large blocks, so far, we have replaced 57 roofs and by the end of the year this will have increased to 119 an increase in the 70 we had previously projected.

District Heating

The HRA incurs costs in maintaining the secondary network of district heating. The £0.5m cost of this important work in 2025/26 is not passed on to tenants. The work we do includes upgrades to communal plant rooms and pipework.

Communal & Environmental Works

This £200k is a continuation of the important works we do to improve the housing estates; schemes being delivered this year are:

- Deep cleaning and weed spraying.
- Installation of bollards at Comet Close
- New mesh fencing at Tudor Close
- The painting of internal spaces at Portmore Close
- New bin stores at Gresley Close
- Installation of bike racks at Patterson Close.
- New external lighting
- Community growing project
- Path widening at Meadow Gardens to make it easy for residents with mobility scooters.

Disabled Adaptations

The demand for adaptations to tenant's homes continues to increase and these are carried out in response to an assessment by an Occupational Therapist (O/T). Adaptations are completed in priority order so that those in the greatest need get their adaptations first. We expect to carry out circa 540 adaptations this year ranging in size and complexity from a simple grab rail to ground floor extensions that provides an additional bedroom and wet room. It is hoped that these adaptations enable tenants to remain in their homes independently.

Fire Risk Works

The £500k will allow us to continue to with our fire door replacement programme and other works that are identified as part of our ongoing fire risk assessment works. A current example is the replacement of UPVC cladding to the exterior of flats at Beaumont Leys and the replacement of the communal fire doors in Sheltered Accommodation blocks.

Loft insulation.

We have an ongoing programme of loft insulation top ups, so far we have topped up 150 lofts and by the end of the year we will have topped up 350 lofts.

Planning Capital Works in Council Dwellings

Each defined element within a council property is upgraded or renewed in line with good practice, legislative requirements and the changing needs and expectations of our tenants. The table below identifies some of the main criteria for planning major works in council dwellings:

Component for replacement	Leicester's replacement condition criteria	Decent Homes Standard minimum age
Bathroom	All properties to have a bathroom for life by 2036	30 - 40 years
Central heating boiler	Based on assessed condition from annual service	15 years (future life expectancy of boilers is expected to be on average 12 years)
Chimney	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	50 years
Windows and Doors	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	40 years
Electrics	Every 30 years	30 years
Kitchen	All properties to have an upgraded kitchen by 2036	20 – 30 years
Roof	Based on assessed condition for the Stock Condition Survey / Housing Health and Safety Rating System	50 years (20 years for flat roofs)
Wall finish (external)	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	80 years
Wall structure	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	60 years

Asset data for all HRA stock is held on the NEC IT system. This includes the age, construction type, number of bedrooms, type and age of boiler, the last time the lighting and heating circuits were rewired etc. Condition survey data is also held for certain external elements such as roofs and chimneys, external paths, windows and doors etc.

The capital budget for 2025/26 is not purely based on life cycle and condition survey data; major elements are pre-inspected before they are added to the programme and the repairs history for the property is checked. For example, all roofs are pre-inspected before the order is sent to the contractor. Likewise, all electrical installations are tested at 30 years and a decision is made whether to carry out a full rewire or part upgrade of the circuits. Properties are not added to the kitchen programme if they have had major repair work carried out in the previous 5 years.

Requests for additions to the capital programme are also received from the Repairs Team if an element requires replacement rather than repair. For example, a roof repair may result in the property being added to the programme.

Some works are reactive such as Disabled Adaptations. There is a joint working protocol between Housing and Adult Social Care, which allocates priority points to each case.

One off Projects

St Matthews Estate Concrete Work

A further £200k is being added to the capital programme towards concrete work across the St Matthews Estate, including balconies and walkways. We are currently working to appoint a contractor to start the work to a block on Ottawa Road and hope to be on site later this year. This will be a long-term project due to the large number of blocks on the estate.

Council House Building

Saffron Velodrome- 38 units, the contract has been awarded to Lovells who are on site, and we expect the development to be complete in spring 2026.



Lanesborough Road – 37 units, we have achieved a start on site to ensure that the planning consent doesn't lapse. The tender exercise to appoint a contractor has started and we expect to be on site in early 2026.

Austin Rise – 8 units, the scheme is currently being considered by the LPA, we intend to procure a contractor at the same time as the Lanesborough Road scheme.

Southfields Newry – 53 units, the contractor is currently on site.



Stocking Farm - 50 units, the delivery of this scheme has been delayed due to the procurement exercise taking longer than originally anticipated. However, a contractor has now been appointed and a start on site is expected to be achieved in the coming weeks.

Forest Lodge Education Centre – 33 units, the former school has been demolished, the proposed scheme has recently secured planning permission and is currently out to tender.

The Leys – This scheme consists of three parcels of land; all are now in Housings ownership and we are in the process of appointing the design team to confirm the proposals. In tandem we have procured a demolition contractor to remove the existing building, we expect this start on site by the end of this year.

Regent Road – this scheme is currently in the planning phase; further details will be available soon.

Hospital Close – the refurbishment of 135 units of former nurses' accommodation. The work is being carried out in two phases. Phase 1 is nearing completion with tenants now moving into the newly refurbished homes. The phase 2 contractor has now started with completion expected within the next 12 months.



Acquisition Programme.

Due to the rules around the use of retained right to buy receipts we do not have a RTBR funded acquisitions programme in 25/26 to date, however this is under review.

Homes England Funded (HE) Acquisitions: We have bid for HE funding to part fund up to 20 additional acquisitions in 25/26.

We are currently completing the Local Authority Housing Fund 3 (LAHF) acquisition programme, in total LAHF funding will have enable us to deliver a total of 59 new homes.

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

6.1 Financial implications

This report sets out the current programme of works for the HRA capital programme, including the approved budgets to support this. As an update report, there are no financial implications.

6.3 Equalities implications

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

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

The report provides details on how the Housing Revenue Account will be delivered and the areas of work it will cover. It demonstrates the need to address the needs of disabled tenants, particularly through the Disabled Adaptations program and specific environmental works. The council need to ensure that equality considerations are taken into account in the delivery of the HRA work, this includes ensuring accessibility and building standards/requirements are met. Any communication with tenants should be carried out in an accessible manner.

Equalities Officer, Surinder Singh ext. 37 4148

25 September 2025

6.2 Legal implications

As an update report, there are no direct legal implications.

Kevin Carter 23rd. September 2025.

6.4 Climate implications

Housing is responsible for a third of Leicester's overall carbon emissions. Following the city council's declaration of a Climate Emergency its aim to achieve net zero carbon emissions for the city and council addressing these emissions is vital to meeting our ambition, particularly through the council's own housing where it has the highest level of influence and control.

Opportunities to reduce the energy use and carbon emissions of properties should be identified and implemented wherever possible. In the case of newly built or purchased dwellings this means meeting a high standard of energy efficiency and providing low carbon heating and hot water systems, including as part of refurbishment programmes for purchased dwellings, as noted in any climate emergency implications for relevant reports. Additionally, the programme of maintenance for existing housing properties should provide

opportunities to improve their energy efficiency, which should be investigated where practical, particularly where energy efficiency measures can be implemented alongside other planned or required works. Improving energy efficiency should also provide further benefits though helping to ensure that housing reaches a high standard, reducing energy bills for tenants and helping to limit maintenance costs.

Several of the work programmes outlined in this report directly relate to delivering emission savings, including boiler replacement, the construction of new low-emission council homes, and works to the fabric of buildings where this provides the opportunity to improve insulation levels.

Phil Ball, Sustainability Officer, Ext 37 2246
24 September 2025

Homelessness Services Update

Date of meeting: HSC - 11th November 2025

Assistant Mayor for Housing: Cllr Elly Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Julie Turner, Continuous Improvement Manager, Homelessness Services
- Author contact details: julie.turner@leicester.gov.uk
- Report version number: v1.2

1. Summary

- 1.1 This report provides an update on homeless in the City for 2024/25 and progress in relation to Leicester's Homelessness & Rough Sleeping Strategy.
- 1.2 The rising levels of homelessness reported to Scrutiny in August 2024 have not reduced, indeed, numbers of homeless households have been increasing. This picture is reflected nationally as well as locally, although there has been ongoing significant work over the last year, which has and will continue, to improve services for homeless people.
- 1.3 National picture of rising levels of homelessness:
 - 4,667 people sleeping rough on a single night in Autumn 2024 England. This represents a 20% increase compared to the previous year and a 164% increase since 2010.
 - On 31 March 2025 131,140 households were in temporary accommodation, which is an increase of 11.8% from 31 March 2024. Households with children in temporary accommodation increased by 11.6% to 83,150
 - Singles households increased by 12.0% to 47,990 since 31 March 2024.
- 1.4 In 2024/25, the general fund expenditure was £25.4m with an overspend of £4.2m (compared to a £7m forecast) this was despite a £10m additional budget allocation in 24/25 to meet the statutory homelessness obligations.

2. Background

2.1 Picture of homelessness in Leicester

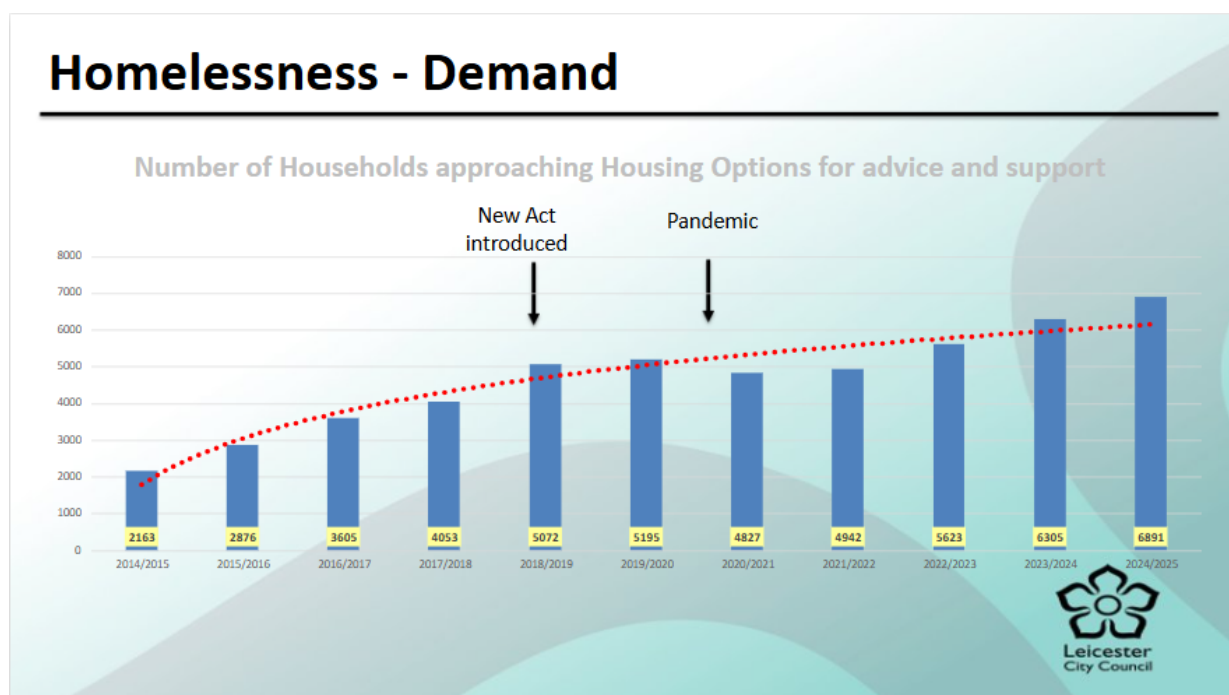
2.1.1 Year on year increases in the number of people seeking support

The number of households contacting homelessness services for help has risen substantially and over the last decade (since 2014/15), we have seen a 219% increase in the number of people contacting the service. There has been a 9% increase when compared to the last two financial years from 2023/24 to 2024/25. The main reason for homelessness remains, the end of private rented tenancies and being asked to leave family/friends accommodation. See graph & table below.

The numbers of unique individuals who are / were rough sleeping has also increased year on year (from last year an 8% increase).

On Leicester's annual verified count, the number of individuals found rough sleeping on a single night increased on the previous year, this was 61 in 2024 (26 in 2023) a 135% increase. The 2024 count occurred when the severe weather protocol was in place, meaning that anyone rough sleeping or saying they were going to sleep rough was provided with temporary accommodation and numbers accommodated as part of the severe weather protocol were included in the verified count figure.

	2023/24	2024/25	% increase
Number of people contacting homelessness services	6,305	6,891	9%
Number of unique individuals rough sleeping	592	640	8%
Number of individuals sleeping rough on single night	26	61	135%



2.1.2 Homelessness key performance indicators

Colour code:

Red: Below National Average

Amber: In line with National Average

Green: Above the National Average

Table 1. Households with children in temporary accommodation per (000)

	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Leicester	3.72	3.89	3.74	3.48	3.48
England	3.24	3.33	3.35	3.41	Not published

Table 2. Number of families in B&B over 6 weeks

Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
247	223	187	39	13

* Bed and Breakfast (B&B) style accommodation includes other nightly paid accommodation with shared facilities.

B&B should only be used for households with children where there is no suitable accommodation available. Placements for 6 weeks or more breach statutory regulations. As the above figures indicate the authority has worked hard to reduce the number of families in B&B over 6 weeks and is working to ensure that no family is in B&B for over 6 weeks.

Table 3. Percentage of duties owed where homelessness was prevented*

	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Leicester	25.3%	27.0%	37.8%	32.0%	32.1%
England	22.1%	22.6%	24.6%	22.2%	Not published

* This includes activities to enable an applicant to remain in their current home or find alternative accommodation to prevent them from becoming homeless

Table 4. Percentage of duties ending in accommodation*

	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Leicester	37.4%	34.9%	41.9%	34.3%	34.3
England	38.5%	39.3%	40.7%	39.4%	Not published

* This includes activities to enable an applicant to remain in their current home or find alternative accommodation to prevent them from becoming homeless, or accommodation to relieve homelessness that is available for at least 6 months

Table 5. Percentage of main duties owed that ended in accommodation*

	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Leicester	82.4%	84.9%	82.9%	90.4%	90.4%
England	78.3%	77.5%	79.4	77.7%	Not published

* Main duty is the duty a local authority has towards an applicant who is unintentionally homeless, eligible for assistance and has priority need, and whose homelessness was not successfully prevented or relieved by the local authority. Accommodation can be a private rented or social housing offer.

Table 6. Number of people sleeping rough on a single night

	Q1	Q2	Q3	Q4
2025/26	46			
2024/25	26	30	46	30
2023/24	11	32	22	27

Table 7. Number of people sleeping rough over the month who are long term*

	Q1	Q2	Q3	Q4
2025/26	19			
2024/25	37	30	26	24
2023/24	17	26	23	46

* Defined as people who have been seen sleeping rough in 3 or more months out of the last year

2.1.2 Further increases in the number of families in temporary accommodation but reduction in the number of single people in temporary accommodation

As of mid-July, there were 600 families in temporary accommodation. This continues to increase and is higher than levels in previous decades. However, positively the council has reduced the number of families in bed and breakfast/hotel accommodation and significantly reduced the number of families in bed and breakfast/hotel accommodation for more than 6 weeks.

There were 12 families in bed and breakfast/hotel accommodation for more than 6 weeks as of July 2025 which compares to 188 in July 2024 which is a 93% reduction. In July 2025, there are a total of 76 households in bed and breakfast/hotel accommodation in general which compares to 262 families in bed and breakfast/hotel accommodation at the same point in the previous year which is a 71% reduction.

The use of hotels in accommodating families and singles is a last resort. It is recognised that hotels are not ideal for families or for the authority in terms of cost. To continue supporting a reduction in hotel usage, the Council are investing in their own self-contained temporary accommodation units to ensure more suitable temporary accommodation can continue be provided for homeless households.

There is a different picture for singles in temporary accommodation compared with June 2024, with a reduction of the total number of singles in temporary accommodation. As of July 2025, there were a total of 415 singles in temporary, of which 88 singles in bed & breakfast accommodation (compared with 552, of which 159 in bed & breakfast accommodation). A 25% reduction in total numbers and a 45% reduction in individuals in bed & breakfast accommodation when compared to the same point in 2024.

2.1.3 Lack of settled accommodation options

Either to prevent homelessness or when it does occur to enable a move-on from temporary accommodation there needs to be a range of affordable settled housing solutions, this could be in the private rented sector, housing association or council housing.

The housing crisis means that there are shortages of settled accommodation options and people are waiting longer in bed & breakfast / hotel accommodation. Currently the average length of stay for a family in temporary accommodation is over 5 and half months. In April 2025, the average waiting time for a 1-bed property on the housing register was 7 months with the highest priority, for a 2-bed property on the housing register was 1 and a half years, 1 year 10 months for a 3-bed property.

2.1.4 Continued investment locally in services for homeless households

Leicester has a wide range of accommodation and other support services for homeless people ([Service Directory | Support for Homeless in Leicester](#)) these include:

- Specialist temporary accommodation for homeless people across the city provided by a wide range of different specialist organisations providing accommodation and support services.
- Outreach and navigator support for individuals sleeping rough
- Specialist primary health care and mental health services provided by Inclusion Health Care and the Homeless Mental Health Service
- Specialist drug and alcohol services provided by Turning Point, Inclusion Health Care (No 5 Recovery Hub) & Dear Albert
- A range of support service provision provided by Leicester YMCA, The Bridge – Homelessness to Hope, Centre Project, Help the Homeless and other local voluntary and community groups.
- Leicester's Homelessness Charter & Leicester, Leicestershire & Rutland Homeless Alliance coordinating and advocating for services committed to tackling homelessness

2.2 Actions & Improvements in 2024/25

The Council and partner organisation have agreed actions arising from Leicester's Homelessness & Rough Sleeping Strategy. Detailed below is key progress made over the year by each of the four main aims of the strategy.

2.2.1 Prevention (wherever possible stop people becoming homeless or rough sleeping for the first time)

- Increased capacity within the homelessness prevention and support teams
- Delivering formal homelessness training to staff
- New domestic abuse coordinator role
- Reviewing prison release pathway and launching dedicated single point of contact for planned prison releases
- Reviewing hospital discharge pathways with housing enablement team (NHS)
- Private rented sector (PRS) incentive of up to 60% above Local Housing Allowance (LHA) now available for homeless households to assist access and affordability in the PRS
- Multi-Disciplinary Centre located at the Dawn Centre. Building work is on-going and is expected to be completed by the end of the financial year.
- Introduced the Ending Rough Sleeper Tool (ERSAT) to assess individuals who do not qualify for statutory homelessness support to provide an additional safety net of support
- Expansion of the PRS team and funding for deposit schemes to enable more homeless households/ households at risk of homelessness to access the private rented sector

2.2.2 Intervention (improve early action and support so homelessness is a brief as possible, and that individuals rough sleeping are supported to move off the streets)

- Action Homeless has opened new temporary units funded by Single Homelessness Accommodation Programme (SHAP) and East Midlands Homes are open their new units shortly.
- Significant reductions in number of families in B&B over 6 weeks
- Ongoing programme of Council acquisitions of self-contained temporary accommodation with the first families due to move in this summer. There will be

over 150 family homes of council owned temporary accommodation reducing the number of families in hotels.

- Inclusion healthcare recommissioned to provide primary care services to homeless families as well as single people & asylum seekers
- Working in partnership with Changing Futures
- Extending the homelessness navigator support role to support people to access the private rented sector. During the initial pilot (3-month period 2024/25) Help the Homeless supported 53 verified rough sleepers, 25 of whom were successful supported into private rented tenancies.
- Strengthening adult safeguarding responses to homelessness & self-neglect to increase access to Care Act assessments

2.2.3 Recovery (enable access to settled housing and support for those who need support, so homelessness doesn't reoccur. Enhance support for those who have slept rough to ensure they don't return to the streets)

- Additional Transitions Support Workers to support families and singles in temporary accommodation
- STAR support available for individuals housed in council owned homes
- Ongoing delivery of affordable housing programme in Leicester
- Easy Move package available for council tenants to 'downsize' freeing up more family homes

Case example of the multi-agency works to help individuals recover from homelessness:

'Dave' (not his real name) moved to Leicester to be near his children in July 2021. His last stay in temporary accommodation broke down in Oct 2023, when he was evicted from temporary accommodation for threatening staff with a crowbar. Since this incident Dave was seen rough sleeping in Leicester.

Dave has learning disabilities and is dyslexic. Dave is a poly user of illicit substances. He has historic offending and poor engagement with all support services.

Dave was refusing of temporary accommodation however during winter 2024/25 we were able to offer alternative accommodation that Dave accepted. After a couple of nights in B&B accommodation Dave moved into the Dawn Centre. On his arrival and for the first few weeks, he displayed erratic, challenging behaviour towards staff and a self-presented at hospital due to his poor mental health.

Dave slowly started to positively engage with his navigator, transition officer and changing futures worker - through joint support sessions, this multi-agency approach was beneficial and enabled Dave to communicate his needs. This resulted in an appropriate move on being identified and facilitated. Dave was accommodated by Adult Social Care at a supported housing project in May 2025.

2.2.4 Working in partnership (enhance partnership working to improve services for people who are homeless or at risk of homelessness)

- Families summit to bring partners together and agreed an action plan to provide additional support families and children in temporary accommodation. Additional support for homeless families in temporary accommodation include:
- Support to families with meals, activities, essential items and advice about securing settled accommodation
- Support to provide furniture/white goods and other practical support when moving into settled accommodation
- A forum for families; including children's activities, advice and guidance, practical support and a peer support network
- Government funding 25/26 enabling homelessness partners to continue to help tackle rough sleeping locally
- Prison Steering Group Meetings co-ordinated by Homeless Charter

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

3.1 Financial implications

The increased presentations of homelessness cases in the city continues to add financial pressure to the council due to grant funding and housing benefit being insufficient to cover the rising costs of temporary accommodation. A further £10m was added to the budget in 2024/25 to ease the burden in this area, however this adds extra pressure to the council's general fund budget and the ability to balance it. With this, for 2024/25, homelessness still had an overspend of £4.2m. This additional budget has been retained for 2025/26 and future years, with current forecasts projecting a £3m overspend this financial year. Finance is liaising closely with the Housing team to monitor the ongoing pressures and offer support to mitigate any challenges as much as possible.

Signed: Jade Draper, Principal Accountant

Dated: 26/08/2025

3.2 Legal implications

As the report identifies, the demands on the Council remain high and the Council struggles to meet its statutory obligations to homeless persons. This is a common picture across the country. In particular, families are being accommodated in temporary accommodation (frequently Bed & Breakfast accommodation) for significant periods of time. The Homelessness (Suitability of Accommodation) (England) Order 2003 limits the use of Bed & Breakfast accommodation for families and pregnant women to no more than six weeks and then only in exceptional circumstances where no other accommodation is available. An acquisition programme has been operated over the last year to help to alleviate the Council's use of hotels, which is continuing.

Signed: Zoe Iliffe, Principal Lawyer (Property Highways & Planning)

Dated: 27/08/25

3.3 Equalities implications

When carrying out its functions (including decision making, policy and service development, projects and service delivery) the Council must comply with the Public Sector Equality Duty (PSED) (Equality Act 2010) by paying due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not.

In doing so, the council/ decision makers must consider the possible impact on those who are likely to be affected by the recommendation and their protected characteristics. Protected groups under the Equality Act are age, disability (including mental health as well as physical disabilities), gender re-assignment, pregnancy/maternity, race, religion or belief, sex and sexual orientation.

This report provides an update on homeless in the City for 2024/25 and progress in relation to Leicester's Homelessness & Rough Sleeping Strategy. Housing is a human right and the strategy outlines Leicester's commitment to ending rough sleeping and tackling all forms of homelessness. The impacts of homelessness can be devastating for individuals and families. It can affect both physical and mental health, educational and employment opportunities (for both adults and children) and has long term consequences for those affected. The local authority has a statutory duty to secure accommodation for unintentionally homeless households who fall into a 'priority need' category. The Council also provides advice and other assistance to help prevent homelessness and has an enhanced offer to help more households than its statutory duty.

Certain categories of household, such as pregnant women, families with children, young care leavers and households that are homeless due to an emergency such as a fire or flood, have priority need if homeless. Other groups may be assessed as having priority need because they are vulnerable if homeless due to, for example, old age, or physical or mental ill health, or because they are vulnerable as a result of being in prison, or care or as a result of becoming homeless due to domestic abuse. Those affected by homelessness are likely to include individuals from across various protected characteristics. Support provided to homeless people and those facing homelessness helps to develop skills to live independently in their own homes. This includes integration into the community, taking part in leisure activities and support to find education, training or employment. Continued partnership work that strengthens ways of working together across agencies, disciplines and sectors, should lead to positive impacts for people from across all protected characteristics.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Dated: 20 August 2025

3.4 Climate Emergency implications

There are limited climate emergency implications directly associated with this report. More widely, housing is one of the largest sources of carbon emissions in Leicester, responsible for 33% of emissions. Following the council's declaration of a Climate Emergency addressing these emissions is vital to meeting our ambition, particularly where the council has a higher level of influence and control. As such projects aiming to provide accommodation should consider opportunities to reduce carbon emissions as appropriate and relevant, for example through ensuring that properties are well insulated and have high-quality and low carbon heating. Improving energy efficiency should also help to ensure that housing is comfortable for occupants, reduce energy bills and help to limit maintenance costs.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 20 August 2025

3.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

N/A

6. Background information and other papers:

Previous homelessness update to Housing Scrutiny 27/08/2024

Leicester's Homelessness & Rough Sleeping Strategy reported to Housing Scrutiny
19/09/2023 [Leicester's homelessness strategy 2023-2028](#)

7. Summary of appendices: N/A

8. 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

9. Is this a “key decision”? If so, why? No, update report.

Housing Scrutiny Committee

Work Programme 2025-2026

Meeting Date	Item	Recommendations / Actions	Progress
10 July 2025	Income Collection Annual update	-	Details included in the report presented at the meeting held on 26 August. Details shared with commission members.
	Stock Condition – Property MOT	The upcoming Repairs Report to include detailed information on associated timescales and the number of outstanding damp and mould requests.	
	Fire Safety	Information on the average wait time for the 452 low-level fire risk repairs to be shared with the commission.	
	PRS Strategy / Renters Reform Bill	-	
26 August 2025	Housing Regulatory Inspection update	Provide regular dashboard reports on the HHRS inspection to the Commission. Present tenancy scrutiny engagement outcomes to the Commission in 6 months, including proposals to integrate the tenant scrutiny engagement with the Council's scrutiny function. Provide a future report on lessons learned from the complaints process and from other councils in similar situations.	

	Who gets Social Housing	Mutual Exchange scheme to be added to the work programme. Reshare the banding scheme and allocation policy with commission members.	Complete Details shared with commission members.
	Repairs & maintenance update (inc Damp & Mould)	The Council's approach to implementing Awaab's Law to be added to the work programme.	Complete
	Maintenance Charges	Report back to the Commission on how the Council benchmarks maintenance charges against other Local Authorities or Housing Providers. Conduct formal tenant engagement in major housing blocks and with the tenant scrutiny panel citywide to gather input on service needs and include details in the next report. Other maintenance charges to be brought to future meetings – Chris Burgin -	-
	Water Hygiene Report		

11 November 2025	Tenants Scrutiny Panel – Verbal update District Service performance (inc update on Tenant Engagement & Pop Up Housing Offices) to include Tenant Scrutiny Panel & Tenant Associations Housing Capital Programme update Homelessness Strategy & Operational performance update (inc Temporary accommodation & £45m update)		Housing Allocations Policy Review
13 January 2026	<i>Items TBC:</i> <i>Housing Support</i> <i>HRA Budget 25/26 proposals</i> <i>Council GF Budget proposals</i>		
17 March 2026	<i>Items TBC:</i> <i>Who Gets Social Housing (possible remove)</i> <i>Environmental Budget & Public Realm update</i> <i>Housing Building & Acquisition update</i>		
21 April 2026	<i>Items TBC:</i> <i>Housing Regulator update</i>		

	<i>Adaptations Strategy</i> <i>Repairs & Maintenance update (including all Housing Safety items)</i>		
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Forward plan items 2025-26:

Topic	Detail	Proposed Date
Mutual Exchange Swap Scheme	It was requested by commission members for a report to be brought on the Mutual Exchange Swap Scheme, including the incentives and barriers.	TBC
Awaab's Law implementation	Officers committed to bringing a report on the Council's approach to the implementation of Awaab's law.	TBC
Maintenance Charges	The Commission requested for reports to be brought on other maintenance charges, aside the Cleaning Charges.	TBC
Tenancy Scrutiny Engagement Outcomes	Members requested a report on the tenancy scrutiny engagement outcomes in 6 months, including proposals to integrate the tenancy scrutiny engagement with the Council's scrutiny function	13 Jan 2026