



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 17 MARCH 2026

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),

E-mail: governance@leicester.gov.uk

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

Information for members of the public

Attending meetings and access to information

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

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

Making meetings accessible to all

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

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

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

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

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

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

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

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Ed Brown and Oliver Harrison, Governance Services** on Edmund.brown@leicester.gov.uk or Oliver.Harrison@leicester.gov.uk. Alternatively, email governance@leicester.gov.uk, or call in at City Hall.

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

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

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

1. 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 held on 13 January 2026 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

Mr Raja submitted following Statement and Questions:

PUBLIC STATEMENT

Chair and Members of the Commission,

I am writing not to raise an individual complaint, but to draw attention to potential systemic governance risks within Housing; particularly in relation to complaints handling, procedural compliance and oversight transparency.

In August 2025, the Regulator of Social Housing identified gaps under the Transparency, Influence and Accountability standard, including enhanced complaints handling and formalised reporting on learning from complaints (*Point A*). In the same meeting, it was recorded that complaints were approximately 75% compliant with response timescales (*Point B*).

In June 2025, this Commission also considered an LGSCO maladministration finding relating to Housing procedural failures, including failure to notify statutory review rights and delays in responding to suitability concerns (*Point C*).

Since then, the corporate complaints function has been moved under the Housing Division itself (*Point D*), and a Regulator of Social Housing Oversight Board has been established reporting to Executive, with an intention to provide updates to Scrutiny (*Point E*).

Taken together, these developments highlight that complaint handling and procedural compliance are not peripheral matters; they are central governance risks.

My concern is not about disagreement with outcomes. It is about structural integrity. Specifically:

- Whether Stage One responses are consistently acknowledged within published timeframes.
- Whether escalation safeguards are sufficiently robust where compliant Stage One responses are not issued.
- Whether complaint investigations maintain visible independence following the structural move of the complaints team under Housing.
- Whether complaint performance data is scrutinised with the same rigour as operational metrics such as fire safety, voids or tenant satisfaction.
- Whether data usage practices in leasehold or enforcement matters are governed by clearly documented policy and oversight.

The minutes from November 2025 also record tenant frustration about difficulty contacting officers. My concern relates to what happens after contact is made; whether escalation pathways, review rights and complaint compliance are functioning as intended, and/or ignored.

Housing is currently operating under significant statutory, financial and regulatory pressure. In that context, procedural integrity, transparent reporting and independent oversight become even more important.

This is not about individual disputes.
It is about ensuring that the governance framework around complaints is as strong as the framework around operational delivery.

Thank you.

QUESTIONS FOR THE COMMISSION

1. Complaint Acknowledgement Compliance

In light of the previously recorded 75% compliance rate with complaint timescales (Point B), what percentage of Housing Stage One complaints in Q4 2025 and Q1 2026 were acknowledged within the published policy timeframe? How many exceeded 10 working days before acknowledgement?

2. Procedural Escalation Safeguards

Given the June 2025 maladministration findings involving procedural failures (Point C), what formal safeguard now exists to prevent residents from being procedurally blocked from escalating to Stage Two or to the Ombudsman where a compliant Stage One response is not issued?

3. Independence of Complaint Investigations

Following the structural move of the complaints function under the Housing Division (*Point D*), who independently investigates complaints made about Housing Complaints Officers / Housing Officers themselves, and how is operational separation maintained to avoid perceived internal bias?

4. Data Governance

What written policy governs the Council's use of Companies House or other external data sources in leasehold or enforcement matters, and has this practice been legally reviewed for proportionality and data protection compliance?

5. Scrutiny Oversight of Complaint Trends

In August 2025, the Regulator identified the need for enhanced complaints handling and formalised reporting on learning from complaints (*Point A*).

The Commission routinely receives performance data on fire safety inspections, tenant satisfaction, void times and homelessness prevention outcomes.

Does the Housing Scrutiny Commission now receive equivalent anonymised performance data on:

- Complaint acknowledgement breaches
- Stage One response timeliness and procedural compliance
- Instances where escalation was delayed due to non-compliant Stage

- One responses
- Ombudsman findings of maladministration relating to Housing
- Information governance or data protection incidents within Housing Services

If this data is not routinely reported to the Commission, could Members clarify why complaint compliance metrics are not scrutinised in the same way as operational performance indicators?

6. PETITIONS

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

7. TENANTS SCRUTINY PANEL - VERBAL UPDATE

A verbal update will be given on the work of the Tenants Scrutiny Panel.

8. WHO GETS SOCIAL HOUSING OCTOBER 1ST 2024 - Appendix B SEPTEMBER 31ST 2025

The Director of Housing submits a report providing an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.

9. HOUSE BUILDING AND ACQUISITIONS UPDATE Appendix C

The Director of Housing submits a report to update members of the Housing Scrutiny Commission on our house building and acquisitions programmes.

10. HOUSING POP-UP OFFICE UPDATE - JANUARY 2026 Appendix D

The Director of Housing submits a report providing an update on the latest review of the Housing Pop-up Offices.

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

