

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),***

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

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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 and Oliver Harrison, Governance Services** on [Edmund.brown@leicester.gov.uk](mailto:Edmund.brown@leicester.gov.uk) or [Oliver.Harrison@leicester.gov.uk](mailto:Oliver.Harrison@leicester.gov.uk). Alternatively, email [governance@leicester.gov.uk](mailto: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 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.

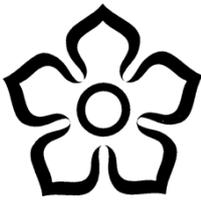
## **11. WORK PROGRAMME Appendix E**

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**







Leicester  
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# Appendix A

Minutes of the Meeting of the  
HOUSING SCRUTINY COMMISSION

Held: TUESDAY, 13 JANUARY 2026 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  
Councillor Singh Sangha

\* \* \* \* \*

Cllr Cutkelvin – Deputy City Mayor for Housing, Economy & Neighbourhoods

**57. WELCOME AND APOLOGIES FOR ABSENCE**

Apologies were received from Cllr Zaman.

**58. DECLARATIONS OF INTERESTS**

None were received.

**59. MINUTES OF PREVIOUS MEETING**

AGREED:

The minutes of the previous meeting of the Housing Scrutiny Commission held on 11<sup>th</sup> November 2025 be confirmed as a correct record.

**60. CHAIRS ANNOUNCEMENTS**

The Chair announced that she visited Hospital Close in November. It was positive to go back and see the further developments.

**61. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

None were received.

**62. PETITIONS**

None were received.

### **63. DRAFT GENERAL FUND REVENUE BUDGET 2026/27 AND DRAFT THREE YEAR CAPITAL PROGRAMME 2026/27**

The Director of Finance submitted two reports to the Commission to present the City Mayor's strategy for balancing the budget for the next 3 years and to seek approval to the actual budget for 2026/27. The two reports were The Draft General Fund Revenue Budget 2026/27 and The Draft Three Year Capital Programme 2026/27.

The Head of Finance presented the reports concurrently. The following was noted.

#### The Draft General Fund Revenue Budget 2026/27:

- The Draft General Fund Revenue Report set out the budget for 2026/27 and the medium term financial strategy for the following two years.
- The Budget reflects the Governments Fair Funding Consultation from the summertime and despite the improved financial position that arises as a consequence, the Council was still forecasting a budget gap and the strategy agreed by Council last year would continue.
- The strategy included the following five strands:
  - Budget savings of £23M
  - Constraining growth in areas such as Social Care and Homelessness
  - A reduction in the Capital Programme
  - Releasing one off monies to buy time
  - A programme of property sales, which was now planned to reduce the cost of borrowing
- The Report sets out the progress against each of those strands and proposes continuing with this strategy and extending it to March 2029.
- The budget builds in growth to meet ongoing cost increases in Social Care, Homelessness and Housing Benefits.
- Given the underlying financial pressures, the scope for additional investment was limited, but a small amount was included particularly around areas previously funded from grants, that would no longer be received.
- Investments were continuing in the provision of temporary accommodation, which would save money in cost in supporting people staying in B&Bs and the revenue impact of this was reflected in the report.
- Money was included in the budget for an increase in the number of properties leased from private landlords and this was expected to save £3.9M.
- In addition, funding was being made available for additional staff to undertake the increasing volume of work and ensure the focus remained on prevention.
- The final budget would be updated and presented to Full Council on 25<sup>th</sup> February 2026 and would include the updated figures following the draft finance settlement which the Finance Team were currently working through.

### Draft Three Year Capital Programme:

- The General Fund Draft Capital Report seeks approval of just under £130M over the next three years.
- For the Final Report for Full Council this will increase to reflect multi-year grant settlements which will have since been released.
- In 2025/26 the Capital Programme changed to be mainly funded from government grants and borrowing and this approach would remain in place for 2026/27.
- The Revenue Budget would reflect the consequences of the decisions take in the Capital Report. The report does note that the Council will look to alleviate the revenue pressure placed by borrowing, by using £60M of capital receipts to fund the Capital Programme.
- Of particular interest to the Housing Commission there will be £50M in addition for the acquisition of approximately 250 self-contained properties for use as temporary accommodation and this builds on the £45M approved by Full Council in March 2024 and along with other measures would directly result in annual cost avoidance of over £6M a year.
- In addition, disabled facilities grants continued to be included at just under £1.9M per year.

In response to comments and questions from Members, the following was noted:

- A question was raised on Right to Buy (RTB) Scheme, it was noted that the RTB featured more in the Housing Revenue Account (HRA) which would be heard later in the agenda. The report being discussed could include properties the Council were looking to acquire, could be properties that had previously been bought by council tenants.
- Members discussed the Council's approach to meeting demand for temporary accommodation and the wider actions being taken to address housing need within the city. It was noted that the £45 million investment approved previously had made a significant difference, alongside a further £30 million allocation, in reducing reliance on bed and breakfast accommodation.
- It was highlighted that demand for assistance remained at historically high levels, with around 60% of households being prevented from becoming homeless and permanent accommodation being secured for the remaining 40% and that demand continued to exceed what existing funding could accommodate, with planning assumptions based on demand levels from the previous 1 to 2 years in order to avoid the use of bed and breakfast accommodation wherever possible.
- In response to questions regarding the £50 million addition to the Capital Programme, it was clarified that the Council was not constructing new properties but was purchasing accommodation from the existing housing market.
- Members were informed that £50 million had been allocated for

temporary accommodation acquisitions, enabling the purchase of 90 self-contained units for single households and 160 family accommodation units.

**Recommendations:**

The Commission recommended that the additional funding allocated towards temporary accommodation, including the £45 million approved by full Council in the previous year, be noted and commended. The Commission recognised that the funding had been highly successful in reducing the number of families and individuals placed in bed and breakfast accommodation and, notwithstanding earlier questions regarding governance, expressed its strong support for the continuation of this approach and ongoing investment in this area.

**AGREED:**

1. That the Commission note the report.
2. That a report on Temporary Accommodation is added to the work programme.

**64. TENANCY SUPPORT (LEICESTER CITY COUNCIL TENANTS)**

The Director of Housing submits a report to the Commission to provide detail on the housing support offered by Leicester City Council Housing Services to its tenants.

The Head of Service for Housing presented the item and the following was noted:

- The report highlighted the support offered to LCC tenants
- At present, there were 19,500 tenants in Council accommodation. For some, there was no need for further support however, it was noted by the Head of Service that more tenants were presenting with complex needs.
- The authority attempted to target some support towards tenants who were considered the most at need, this was due to them not having friends, family or other support networks available. It was commented that the STAR team had a specific criteria in place to assess need amongst tenants referred.
- The tenant journey was highlighted. It was explained that the journey would begin with the property lettings team, who would conduct an escorted visit with the tenants and provide information, such as how to do a meter reading, provide decorating vouchers if needed or helping tenants to apply for benefits and community support grants, if they were eligible. The team provided information about fire and water safety as well as the conditions of tenancy. Around 800 escorted visits took place each year.

- The next step was led by the Tenancy Management Service through its Housing Officers. The sensitive lets process attempted to put new tenants in suitable areas and aimed to prevent vulnerable tenants from being put in an area where they did not feel safe.
- Housing Officers conducted property visits to newly moved in tenants within the first 6 weeks of the move in date. This was to check that the tenant had moved in successfully and that they were aware of their responsibilities as a Council tenant. The first visit process was currently under review after feedback from the Tenant Scrutiny Panel who requested that the process was more tenant focused.
- During the first visit to newly moved in tenants, Housing Officers would conduct a welfare assessment and make a referral to the appropriate support agency, if it was needed. If the Council became aware at any point that a tenant was vulnerable, then an assessment would take place. In the previous year, 1,259 Welfare visits were conducted. Pop up Housing Offices were also useful in allowing tenants to self-report issues to Council Officers. The Council also adopted a new vulnerability policy and began storing the identified vulnerabilities of Council tenants, so they were considered when planning services.
- The STAR Service had existed for 25 years and provided wrap around support for tenants. Last year, the service helped 641 vulnerable tenants with issues such as self-harm, hoarding and self-neglect. Several cases were listed in the report to show first hand, the results of the service. Help Beyond Housing worked alongside the STAR Service to assisted 121 tenants with multiple needs such as drug and alcohol abuse and poor mental health. Another project of the Help Beyond Housing Team was the Zip trainer accommodation which supported tenants and taught them to live independently. Since the commission last visited the accommodation, there were several tenants who had graduated and moved out into independent accommodation.
- Teams had done an excellent job with a 96% tenant sustainment rate which was believed to be one of the highest in the country. The Income Management team ensured that 99% of the rent owed to the Council was collected while also supporting the most vulnerable tenants to maintain benefit claims. In the last year, 883 households were supported and rent arrears were reduced by £372,000

#### Comments:

- The topic of Pop-up Housing Offices was highlighted by the Vice Chair, who requested further detail on the progress of the project. The Head of Service advised that they were still proving to be popular with tenants and that 6 monthly reviews were taking place to track their progress. The Deputy Mayor advised that several other services had requested to join the Pop-Up Housing Offices which demonstrated the success of the project.
- Members asked about the current number of void Council properties and the average time that properties were void. The Director of Housing explained that void properties were at their lowest level in 6 years with

342 properties currently being void in contrast to 19,500 properties that were currently occupied by tenants. The average void time for properties was 110 days. While this was probably a longer period than other authorities, it was detailed that during this period, complex renovations such as rewiring, capital works including new kitchen and bathrooms and removal of asbestos was conducted. Some of which could not be done with tenants in the property or greatly inconvenienced tenants if they were living in a property at the time of the work. Therefore, the Director believed that these reasons justified the longer void period.

- Members requested further detail on the average time that new tenants would spend on the waiting list. The Director of Housing advised that he did not have the accurate information to hand at the meeting as it was not directly relating to the report, but he advised that it will be provided after the meeting.
- The support provided to tenants with complex needs was commented on by Members, who wished to learn more about the current level of unmet need in the City. The Head of Service elaborated that the waiting list for STAR was currently 30 individuals. If emergency support was needed however, then this would be provided but a full case would not be opened, and the tenant would remain on the waiting list to be assessed. The work conducted by the Help Beyond Housing Team which was part funded by Public Health was praised for its work by the Head of Service. It was elaborated that they were able to pick up some of the more complex cases and have added extra capacity to the area.
- The Chair sought additional information on the average wait times for support services such as Star and if there were any underlying causes of the wait time, namely resources or recruitment. The Char also asked for more information about the criteria used by the STAR team when assessing cases. The Head of Service said that she did not have an exact wait time for STAR but could come back with the information at a later date. It was again stressed that in high need emergency cases, the STAR team would act immediately.
- The Chair also raised the subject of Trainer Accommodation which had proved recently proved successful and whether there were any plans to increase capacity from the 11 sites currently in use. It was advised that the Supported Housing Manager was looking into further provision which could be made to increase capacity and that talks were being held with Adult Social Care to reclaim some of the Housing sites which they currently utilise.

AGREED:

1. The report was noted by the Commission.

**65. HOUSING REVENUE ACCOUNT BUDGET (INCLUDING CAPITAL PROGRAMME)  
2026/27**

The Director for Housing presented the Housing Revenue Account Budget for 2026/27:

- The Director of Housing advised that the proposed budget for the year was balanced but there were significant pressures that the HRA faced this coming year which totalled over £6 Million.
- The key factors that were causing these pressures were explored. New legislation such as Awaab's Law, regarding mould and damp, which came into place in 2025, had added additional responsibilities to the authority as well as shorter timeframes to handle damp and mould cases. The new Housing Regulator and Consumer standards required new unfinanced actions and tasks. The Regulator also introduced a new Conduct & Competency framework to further professionalise the Housing for all Housing employees. This resulted in the authority putting a considerable number of housing staff through new training to ensure that the authority was compliant with the new standards. It was explained that these combined factors alone made up £3 Million of the £6 million total pressures.
- Other pressures included the continued loss of housing stock which was expected to cost the City Council an additional £1 million in the upcoming year as well as increased running cost expenses due to inflation, which was predicted to cost £750,000. A furthermore, £1 million was also added to the Capital budget for 26/27.
- An increase of 4.8% on core rent, garage rent, and hostel rent for all Council tenant, garages and hostel rents was proposed to help balance these pressures. An increase in rent of 4% for Gypsy and Traveller was also proposed, the difference in percentage increase was due to the different legislation around Traveller plots.
- Regarding district heating, there was a proposed decrease of 16% in the variable charge for metred heat as well as for those on fixed charges. A further 22% reduction was proposed in the fixed metre charges for tenants with metres.
- There was an increase of 3.8% in service charges proposed.
- It was noted that a number of the capital items were due to remain ongoing and unchanged from the previous year including, boilers, rewires, district heating, soffits and fascias, door entry replacements, kitchens and bathrooms.
- It was also proposed that there would be a reduction in the funding for disabled adaptations to Council properties from £1.2 Million to £725,000. It was explained that the authority was handling demand as currently there was no waiting list for adaptations. Consequently, this reduction would cause minimal impact to the area and help balance the budget The Director of Housing committed to keep an eye on this area and review the funding pot in year if there was any change in the demand.
- A preventative programme of increasing the re-roofing budget was proposed to help tackle the issue of roof repairs and leaks in Council houses. In the previous financial year, it was noted that there was an increase in demand for roof repairs and therefore, the budget of £1.5 million was proposed to increase to £2 million to enable this.

- A programme to upgrade and replace the windows and doors in Council Houses was also proposed. It was stated that the programme which would take place over several years, would have its budget increased from £50,000 to £500,000 to intensify the programme's progress.
- A one-off investment of £500,000 was planned for the St Matthew's Centre. While the building was owned by Housing it was being utilised by Libraries, communities and other groups. At the time, plans were being drawn up for the future of the centre, but nothing had yet been decided. It was explained that regardless of what happened, the centre needed investment for any of the proposed plans and that the money had been set aside to provide the necessary headroom.
- A new £200,000 capital line was proposed for a new supported housing project. A unit was identified where alterations could be made to convert it into a new supported housing unit which would further support the work that was being carried out in this area.
- A sum of £400,000 was put aside for water heater and tank replacements. This project had become linked with the water safety and Legionella checks which the authority routinely carried out on water tanks. The Director of Housing emphasised that the risk of Legionella could be significantly reduced by having direct fed water rather than having water tanks.
- It was noted that the Housing department was not requesting any additional funding in the year 2026/27 for creating additional affordable housing. This was due to the fact that the authority already had £159 Million in the funding pot and was in discussions with Homes England to gain an additional £60 Million. Therefore, it was deemed that no additional funding was needed for the year. The Director of Housing wanted to make it clear that just because further funding was not being requested, it did not mean that the affordable housing delivery was stopping.
- The Director explained that in both online and face to face discussions with tenants and members of the tenant scrutiny board, the reception to the budget changes were overall supported by a majority.

#### Comments:

- The tenant's responses were commented on by the Chair and the fact that although the majority approved, it was a small majority. The Chair requested further clarification as to what the causes of this slim approval margin was. It was detailed by the Director of Housing that the main cause of concern among tenants surveyed, was the impact these changes would have on the most vulnerable. Particularly with bills increasing, the cost of living and the impact it would have on those working, who would be required to pay the increase. The Housing department were aware of these concerns and reassured and reminded the commission that the Council had tenancy sustainment rates of 96%, which was due to the support services provided by the authority. Notably, the Income Management Team, who worked directly with tenants to ensure they were able to make sustainable payments while maximising income for the Council.
- The affordability of the increase in rents was commented on by Members who wished to learn about the broader impacts of this increase on tenants.

The Director of Housing commented that these increases were offset by other pay increases to tenants. It was commented that 60% of Council tenants were on Housing Benefit so they would not be affected, in other areas, Universal Credit increase by 6.2% for 2026/27. Pensions had increased by 4.8% and salaries had increased by 5%. This meant that the overall increase was equivalent to those increases in income people had.

- The topic of Service Charges was raised by the Members who requested further detail on these increases. It was detailed that the authority only charges tenants what it costs the authority, CPI and inflationary pressure had increased to 3.8% hence the proportionate increase. Further reviews of services charges were planned for the rest of the 2026/27 year.
- Questions were raised about the reduction in district heating costs and why they were reducing while several other prices increased across the board. In response it was explained that the City Council only charges its tenants what it costs the authority to buy the fuel. The Council bought gas when it was cheap and in bulk, so the authority has passed those savings on to the tenants.

AGREED:

- The report was noted by the Commission.

## **66. WORK PROGRAMME**

The work programme was noted.

## **67. ANY OTHER URGENT BUSINESS**

With there being no further business the meeting closed 6:28pm.



## **Who Gets Social Housing October 1<sup>st</sup> 2024 – September 31<sup>st</sup> 2025**

Housing Scrutiny Commission: 17<sup>th</sup> March 2026

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

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- Ward(s) affected: All
- Report authors: Sarah Statham, Service Manager, Homelessness Prevention & Support, Joanne Russell, Head of Service (Housing)
- Author contact details: 0116 454 5191 / 0116 454 0245
- Report version number: v0.1

## **1. Purpose**

- 1.1.** This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.
- 1.2.** The report deals with the period 1<sup>st</sup> October 2024 to 30<sup>th</sup> September 2025.

## **2. Headline data from the Housing Register**

### **2.1. Overall number of households on the Housing Register**

- 2.1.1.** The number of households on the Housing Register is 6200 on 01/10/2025. This has remained relatively unchanged compared to 6448 on 01/10/2024.
- 2.1.2.** The number of homelessness households has also remained relatively unchanged at 1864 compared to 1829 for the same period in the previous year.

### **2.2. Banding proportions**

- 2.2.1.** Band 1 applicants account for 29% (1826) of those on the Housing register. At this time last year Band 1 applicants accounted for 28% (1749) of the Housing register. This is a slight increase in real terms there are 77 more people in Band1 now than at this time last year.
- 2.2.2.** Band 2 applicants account for 32% (1992) of all households on the Housing Register. This remains unchanged from the same time last year.
- 2.2.3.** Band 3 applicants account for 38% (2380) of all households on the Housing Register. This is a decrease of 2% from this time last year and in real terms means there are 165 fewer applicants in Band 3.

### **2.3. Primary reasons for joining the Register**

- 2.3.1.** Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 52% (3236) of the register. This is an overall reduction of 2% (187) compared to 01/10/2024. We continue to see a consistent reduction in the numbers on the register with an overcrowded priority. This can be attributed in part to the EasyMove Scheme. Further details of this are detailed below at 2.3.4.
- 2.3.2.** There are three levels of banding priorities for overcrowding. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately.
- 2.3.3.** The following information summarises the differences between priorities:

- Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 1988 or otherwise exceeding the property’s maximum occupancy levels. The number of statutory overcrowded/critically overcrowded households has remained relatively unchanged from 232 on 1/10/2024 to 230.
- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria but is acknowledged within LCC’s Allocations Policy as severe – those lacking 2 bedrooms or more, or families living in 1-bed flats. The number of households with this priority has reduced in the last 12 months from 786 to 759.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe but is acknowledged within LCC’s Allocations Policy as causing potential households’ difficulties – those lacking just one bedroom. The number of households with this priority has reduced in the last 12 months from 2405 to 2247.

2.3.4. The EasyMove scheme finds housing solutions for social tenants by facilitating a mutual exchange between an overcrowded and an under occupying household. This creates an alternative route to suitable accommodation for tenants whilst reducing the cost of void properties and making best use of our stock.

2.3.5. In 2024/25 there were 18 successful exchanges ensuring 36 households moved into more suitably sized accommodation and overcrowding was resolved for 18 households whilst a further 18 were able to downsize ensuring more affordable accommodation and best use of housing stock. This resulted in an estimated overall saving of £166,000 in avoided costs associated with LCC void properties for 2024/25.

2.3.6. The scheme target has been set at 20 mutual exchanges for 2025/26. Up to 30/9/2025, there have been 9 successful mutual exchanges with one being a 3-way swap meaning that 19 households have been moved into more suitable accommodation. We expect to meet the target of 20 swaps by 31/3/2026.

2.3.7. In addition to the support provided for tenants in overcrowded conditions to exchange their tenancy with those who are under-occupying their home, support and advice is given to assist them to find suitable accommodation via alternative routes such as through the Housing Register or in the Private Rented Sector.

2.3.8. In most circumstances people who are supported into the Private Rented Sector under Silver, Gold or Platinum schemes, retain their banding on the Housing Register to enable move on into a long term affordable and suitable housing solution.

2.3.9. People who are homeless or threatened with homelessness accounts for 30% (1864) of all households on the Housing Register. This is a slight increase of 35 applications from the same time last year. It should be noted that not all homeless households are awarded Band 1 priority and the banding award is determined by the stage of their homeless application (Prevention, Relief, Main Duty).

2.3.10. More detailed information on reasons for joining the housing register can be found at **APPENDIX 1**.

## 2.4. Housing demand vs. Housing Need

- 2.4.1. Housing demand and housing need are different.
- 2.4.2. Housing need is driven by population growth and various socioeconomic factors and is measured by the Local Authority in terms of circumstances. These circumstances are then assessed, and priority is awarded on the housing register depending on the level of housing need.
- 2.4.3. Housing demand includes housing need as a driver, but other drivers exist. Housing demand is also driven by preference, for example households wanting to live in a certain area of the city. This can subsequently drive-up waiting times in that particular area. Preference is a key element of Leicester City Council's Housing Register, as we operate a choice-based lettings scheme, allowing applicants to bid on properties as they wish (except for those priorities that require auto-bidding due to urgency).
- 2.4.4. **In Leicester, information indicates the following:**
- 2.4.5 Type of accommodation (i.e., house, bungalow, flat, maisonette)
- 2.4.6 Need for all types of accommodation is high and significantly outstrips supply.
- 2.4.7 When looking at family-sized housing, houses have higher demand than maisonettes and flats, leading to lower average waiting times for the latter.
- 2.4.8 Adapted accommodation.
- 2.4.9 Need for fully wheelchair adapted accommodation outstrips supply. Waiting times for this type of accommodation have reduced for 1, 2 & 3 bedroom accommodation in the last 12 months (see 3.5). We have also seen a lot of 4 bedroom accommodation in this time. This report shows that, for the first time, there is no disparity between the number of Fully Wheelchair Accessible need applicants on the register achieving lets compared to their representation on the register in the last 12 months. Waiting times are still higher than those waiting for general needs accommodation but continues to reduce.
- 2.4.10 Work being undertaken to source more fully wheelchair accessible accommodation has resulted in a further increase in lets in these over the last 12 month and with more new build adapted accommodation due to come online in March 2026, we hope to see further reductions.
- 2.4.11 Applicants who require partially adapted accommodation are still achieving lets at a higher rate than their representation on the register with 60% of applicants needing this type of accommodation achieving lets on the register between 1/10/2024 and 30/9/2025. This has increased from 48% for the same period last year. This can be attributed to the number of partially adapted bungalows and flats that are available within our stock.
- 2.4.12 Work is ongoing to analyse this and determine how we can continue to increase supply and we are:
- a. Aiming to secure suitable adapted or adaptable accommodation through the acquisitions process.

- b. Ensuring that a proportion of new builds are adapted to fully wheelchair accessible standard.
- c. Seeking to adapt suitable void properties for Fully Wheelchair Accessible households if viable.
- d. Working closely with Housing Occupational Therapist's to ensure a person-centred approach to all adapted needs applicants; considering the best way to resolve their housing need in the short term whilst planning for future needs. This may mean lowering the level of adaptations needed for some without reducing their priority on the register in recognition of a higher adapted requirement in the long term.
- e. The disparity is reviewed as part of these reports and inform the adapted strategy in relation to ongoing work to ensure adapted accommodation is available at, at least a proportionate rate to General Needs Accommodation and waiting times are comparable for all category needs.

#### 2.4.13 Size of accommodation

2.4.14 The highest size-need is for 1 and 2 bedroom accommodation which each account for 33% of total need.

#### 2.4.15 Area of accommodation

2.4.16 Housing need in all areas of the city is high, but needs are highest Castle and North Evington Wards where the highest proportion of people on the housing register are awarded the highest Band 1 priority. Lowest need is in Knighton and Thurncourt, with the lowest proportion of people on the housing register awarded Band 1. Generally, housing need is highest in the Centre and West of the City and lowest in the East and South of the City. A detailed breakdown is in **APPENDIX 3**.

2.4.17 Supply is somewhat disparate in relation to Lets, with high demand Wards Castle and North Evington, where more Band 1 applicants live seeing fewer Lets. However, Thurncourt and Evington which are low demand areas have seen moderate lets with the highest proportion of lets being in the West of the city. With the exception of Evington and Thurncourt, lets in the east of the city are much lower, with the lowest being seen in Spinney Hills and Knighton. Supply in various areas can be affected by a number of factors but is primarily driven by the level of Council stock in the area, and the frequency with which tenants leave accommodation. A detailed breakdown is in **APPENDIX 4**.

#### 2.4.18 Landlord preference

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

### 2.5. Other observations

2.5.1. Social Housing tenants (Leicester) account for 22% of all households on the Housing Register. This has reduced slightly from 23% at the same time last year.

### **3. Lettings Headline data**

#### **3.1. Overall number of lettings**

3.1.1. The number of lettings in the last 12 months has decreased by 6% from 1138 for the corresponding period last year to 1073. This can be attributed to the increased acquisitions in the previous 12-month period which included Zip and Citygate which have not been replicated in this 12-month period.

3.1.2. To combat the rise in demand;

- a) Leicester City Council has an ambitious acquisitions programme and continues to work towards securing funding to purchase and let more Social Housing across the City.
- b) Leicester City Council also has a strong private rented sector access scheme which has seen significant investment in incentives and staff over the last 6 months. Whilst market rents continue to rise in the private rented sector and the sourcing of new private rented accommodation continues to be challenging in the current market, the additional resources made available to the Private Rented Sector Team enabled a 29% increase in lettings from the corresponding period last year totalling 371 lettings. This is expected to increase further with additional staff resource now in place.
- c) The EasyMove project officer works with overcrowded and under occupying social housing tenants to achieve moves into suitable accommodation outside of the Housing Register and performance is explained above in 2.3.

#### **3.2. Which applicants are achieving the lettings?**

3.2.1. Of all lettings between 1/10/24 and 30/9/25;

- a) Band 1 accounted for 89% of all lets.
- b) Band 2 accounted for 8% of all lets, although there were only 6 family-sized lets to Band 2 families seeking general needs accommodation in the period.
- c) Band 3 accounted for 3% of all lets but it should be noted that these were mainly allocations of Sheltered Housing, adapted housing or age designated accommodation, which is under less demand or priority is given to older applicants. Band 3 applicants have the lowest assessed housing need and will generally not have success on the Housing Register for general needs housing. They are advised to seek other housing options.

3.2.2. 695 (64%) of all lettings were for households who became homeless or were at threat of homelessness. This has increased from 576 (53%) of lettings for the previous year and reflects the support given to homeless households to secure settled accommodation through the housing register and reduce stays temporary accommodation.

3.2.3. New Parks had the most lettings (175) in the last 12 months followed by Belgrave (114) where there is a current new housing development ongoing.

3.2.4. More detailed information on lettings can be found at **APPENDIX 2**.

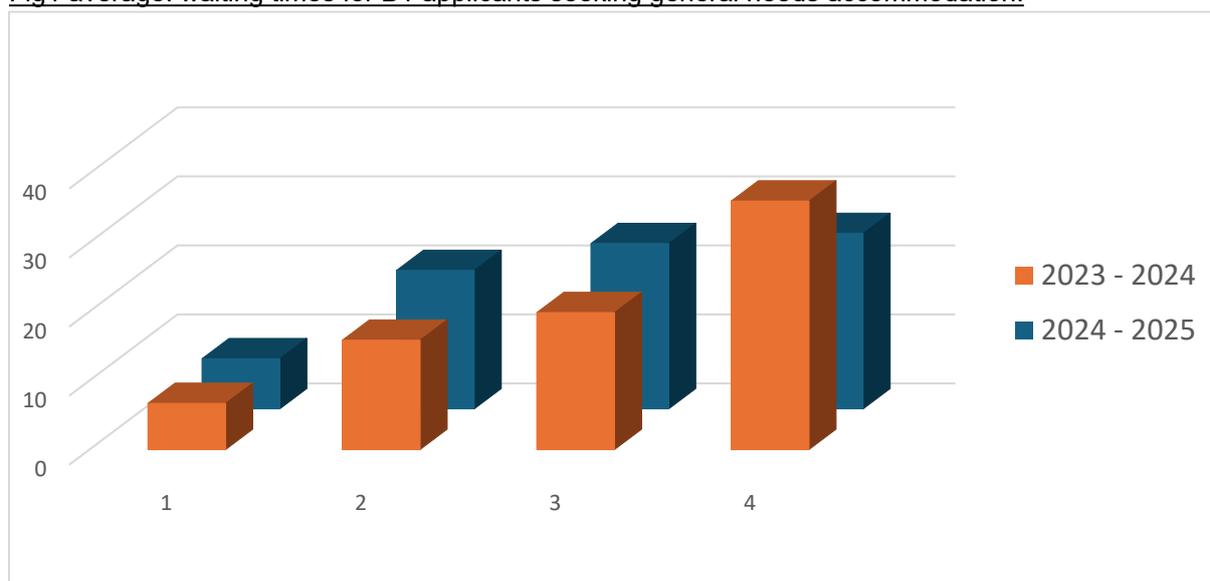
### 3.3. Time taken to achieve an offer of accommodation

3.3.1. Please note the charts below indicate the average time, in months, to achieve an offer during the period. The amount of time spent on the register, and waiting times, is highly dependent on the applicant's level of bidding activity and choices. As such, waiting times could be significantly above average if an applicant is demonstrating lower bidding activity and/or activity that is focused on particular areas of the city, or particular property types.

### 3.4. Waiting times for 'General Needs' properties

3.4.1. Band 1 applicants: For properties that were not directly allocated, the current average waiting times for Band 1 applicants seeking general needs accommodation between 1/10/24 and 30/9/25 compared to the same period last year are shown in Fig1, below (shown in months):

Fig1 average. waiting times for B1 applicants seeking general needs accommodation:

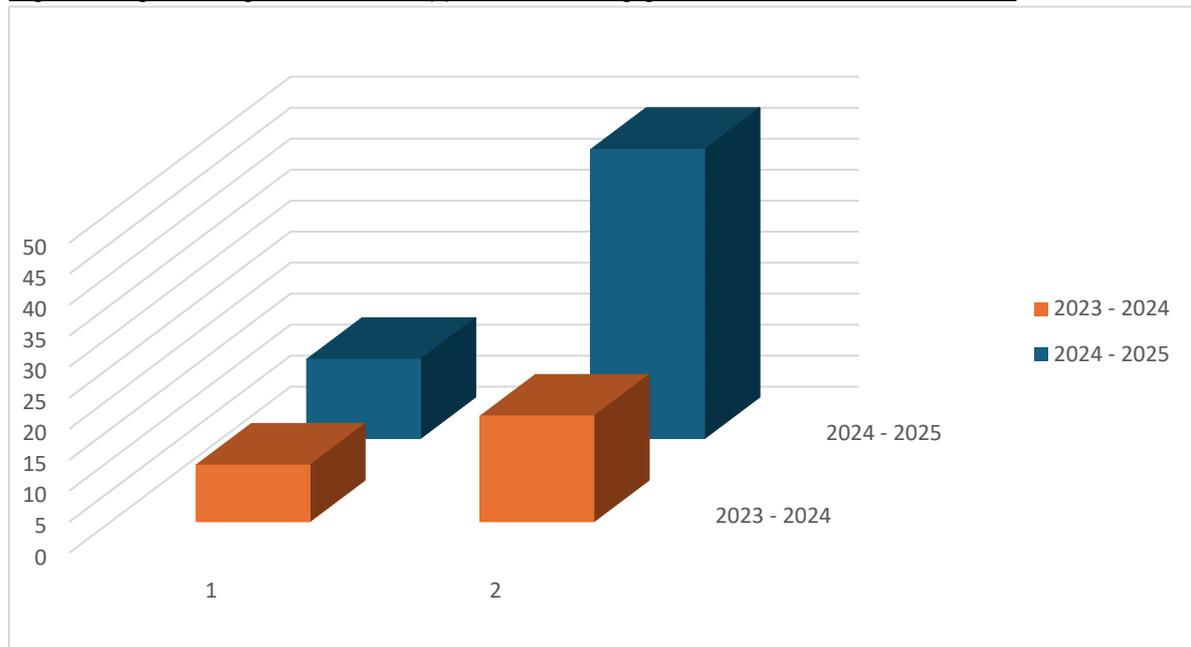


3.4.2. Average waiting times for 2 and 3 bedroom accommodation has increased by 3 months meaning that families needing this type of accommodation are waiting for approximately 19 months for 2 bedroom accommodation and 23 months for 3 bedroom whilst the average waiting time for 4 or more bedrooms has decreased from 36 to 25 months.

3.4.3. There has been an increase of around 2 months for 1 bedroom accommodation. It is likely that this is following the previous decrease which occurred in part to the acquisition of 1 bedroom accommodation which was let to Homeless households leaving temporary accommodation and allowed more 1 bedroom accommodation to be advertised and let through Leicester HomeChoice.

3.4.4. **Band 2 applicants:** For general needs properties that were not directly allocated, the current average waiting times for Band 2 applicants between 1/10/24 and 30/9/25 compared to the same period last year are shown in Fig2:

Fig2 average waiting times for B2 applicants seeking general needs accommodation:

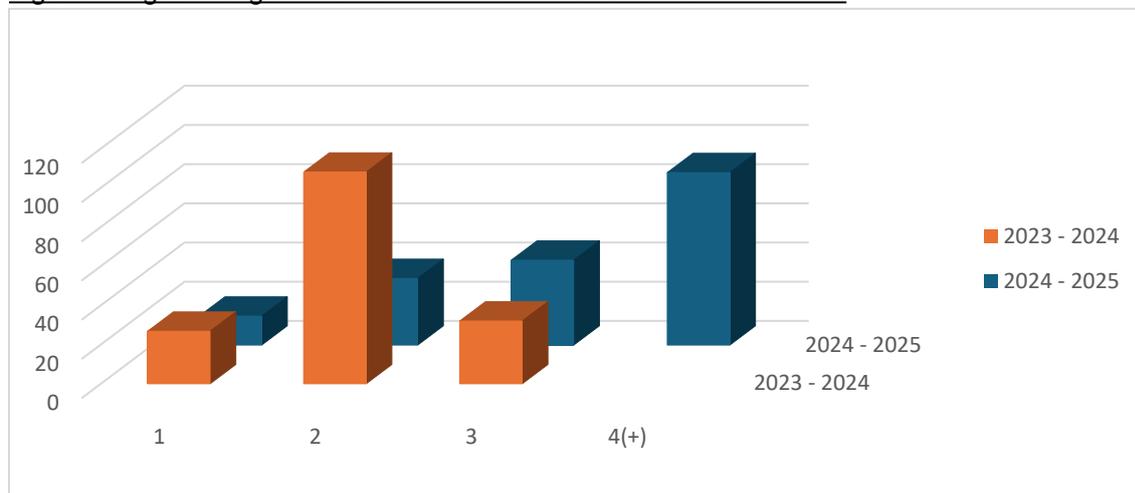


3.4.5. Average waiting times have increased by 4 months for all 1-bedroom accommodation and there have been 7 lets of family sized accommodation to a Band 2 household where the property was not directly allocated resulting in waiting times increasing by 30 months. This is because applicants have been waiting in Band 2 for a long time due to the lack of lets of family accommodation in this Band and can be attributed to the increased demand within homelessness.

### 3.5. Waiting times for Wheelchair Accessible Accommodation<sup>1</sup>

3.5.1. For wheelchair accessible properties that were not directly allocated, the current average waiting times for households between 1/10/24 and 30/9/25 compared to the same period last year are shown in Fig3:

Fig 3 average waiting times for wheelchair accessible accommodation:



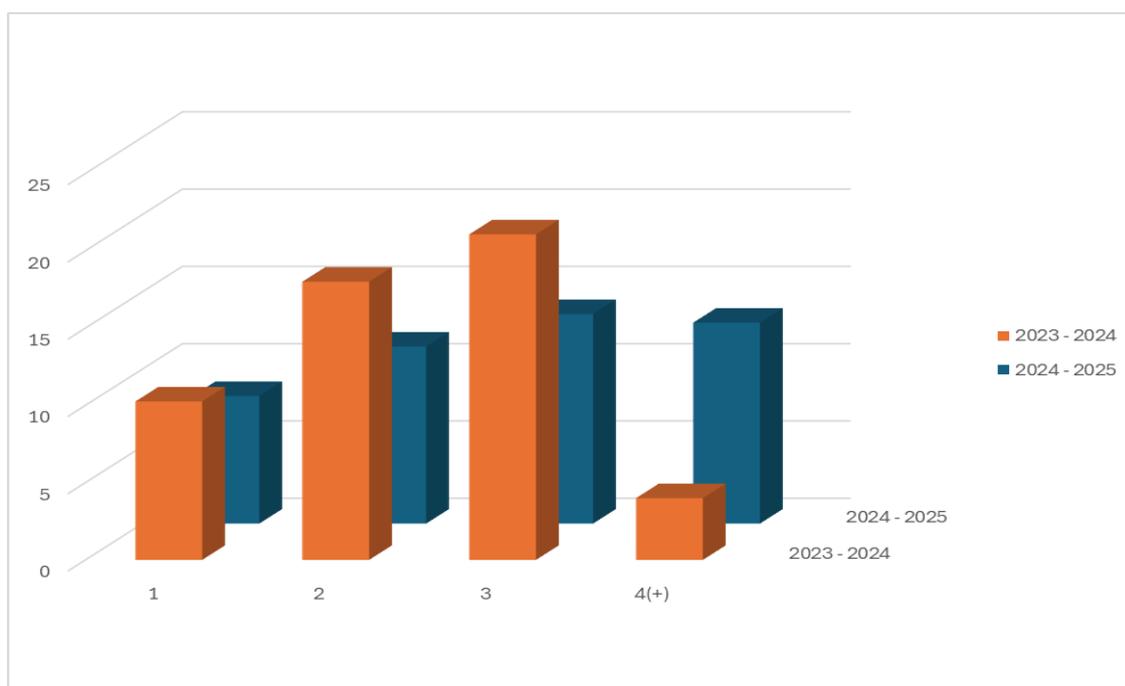
3.5.2. Average waiting times have decreased for households waiting for fully wheelchair accessible accommodation overall.

3.5.3. You can also see there has been a lot of a 4-bedroom, fully wheelchair accessible accommodation made through the register in this 12-month period when there were none made in the previous year. There have been an additional 6 lettings to households in this category compared to previous 12 months.

### 3.6. Other Adapted Accommodation<sup>2</sup>

3.6.1. For other forms of adapted accommodation, the current average waiting times for households between 1/10/24 and 30/9/25 compared to the same period last year are shown in Fig4:

Fig 4 average waiting times for other adapted accommodation:



3.6.2. Average waiting times have reduced for households requiring 1 and 2 bedroom partially adapted accommodation, and increased for those requiring 3 bedroom+. The latter includes a let to a 7 bedroom, partially adapted home which accounts for the increase in waiting times here as this size of accommodation is exceptionally rare so households wait significantly longer to be rehoused.

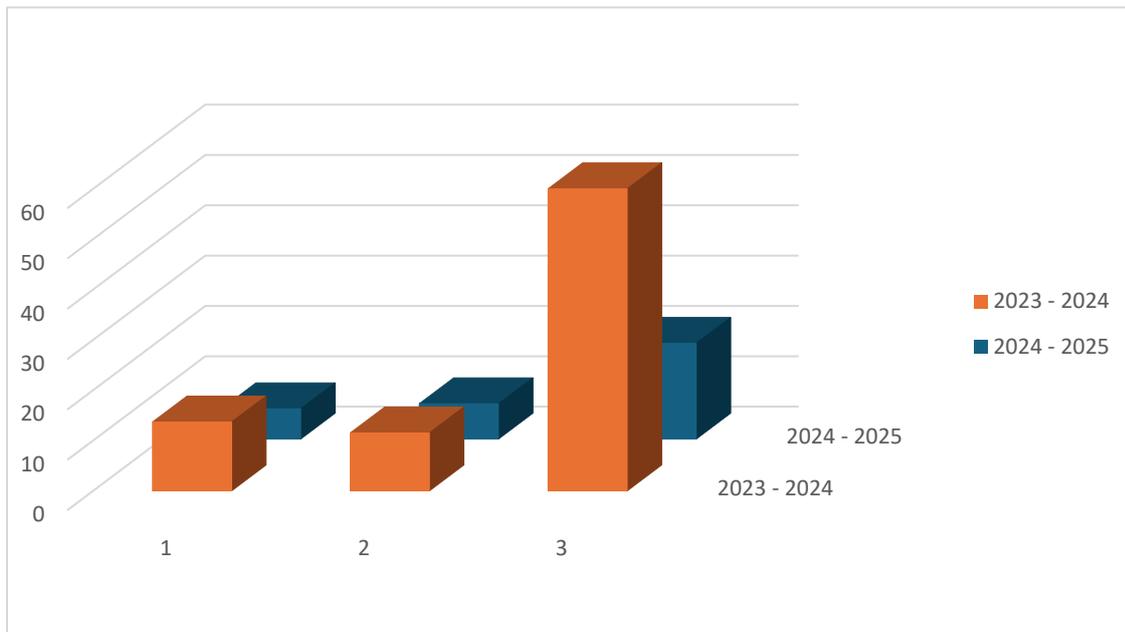
### 3.7. Ground Floor Accommodation<sup>3</sup>

3.7.1. For ground-floor-specific accommodation, the average waiting times for households between 1/4/24 and 31/3/25 compared to 1/4/23 and 31/3/24 are shown in Fig5:

Fig 5 average waiting times for ground-floor- specific accommodation:

<sup>1</sup> Known as Cat A accommodation, and defined as being fully adapted for wheelchair users, which would include widened doorways.

<sup>2</sup> Known as Cat B accommodation, and defined as being significantly adapted, for example the need for a through-floor lift and level-access shower in situ

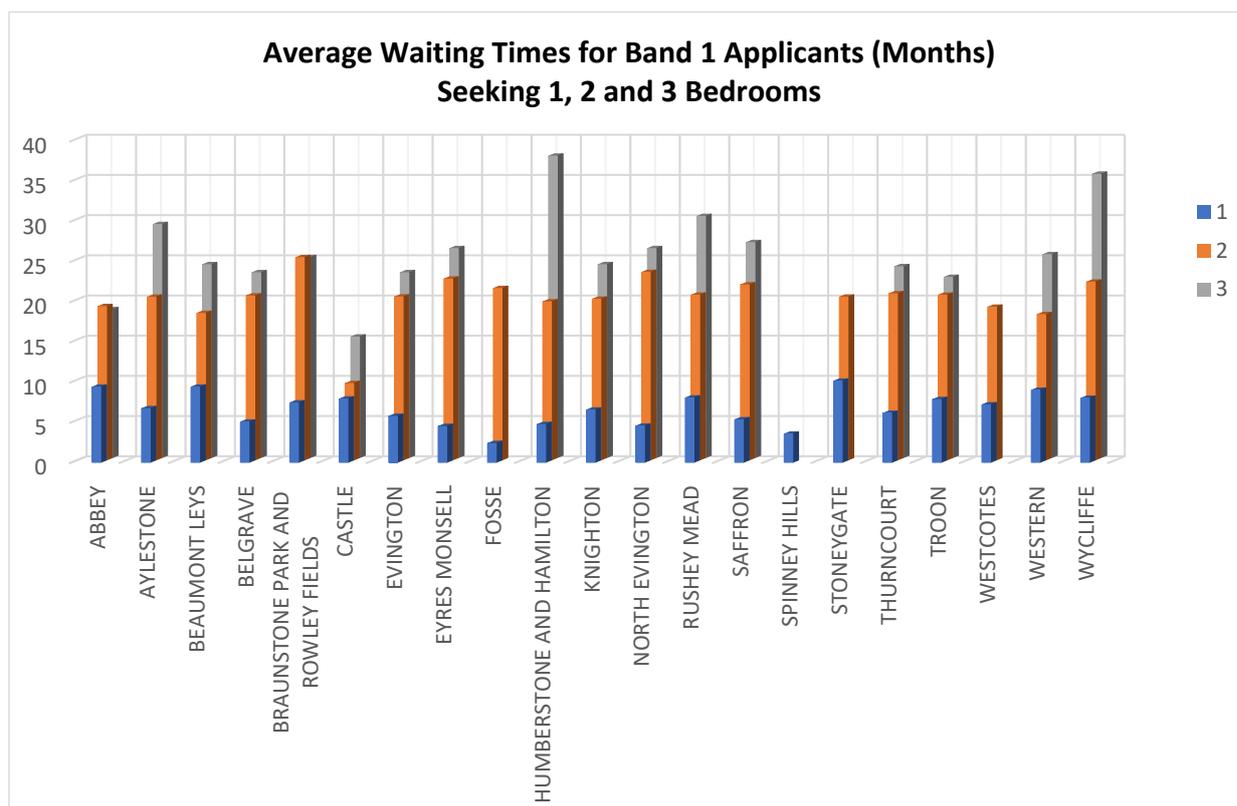


- 3.7.2. Compared to the same period for last year we can see that waiting times have decreased slightly for those in Band 1 requiring 1 and 2 bedroom ground floor accommodation and significantly for those requiring 3 bedroom accommodation. There are only 29 households registered who require ground floor accommodation so lets can significantly impact on waiting times, particularly for larger family homes.
- 3.7.3. If we look at the rate households in Bands 1 & 2 were rehoused in between 1/10/24 and 30/9/25 compared to their representation on the register as at 1/10/2025, General Needs households are being rehoused at a slightly lower rate than their representation on the register.
- 3.7.4. Those requiring partially adapted accommodation are being rehoused at a higher rate than their representation although, the disparity has remained static since last year.
- 3.7.5. For the first time, those requiring fully wheelchair accessible accommodation have received lets at the same rate as their representation on the register. This along with the reduction in average waiting times is excellent progress and shows the ongoing work to provide more adapted accommodation for disabled applicants is having a positive impact. However, the numbers requiring this type of accommodation have increased slightly so this work needs to continue to maintain current performance. With the excess of partially adapted accommodation available, we will ideally seek to further adapt some of this accommodation for wheelchair users.

Adapted Category	Number on register	% of total register 2024/25	% of total register 2023/24
General Needs	3372	88%	87%
Ground Floor	25	1%	1%
Partially Adapted	296	8%	9%
Fully Wheelchair	124	3%	3%
Adapted Category	Number of lets	% of total lets 2024/25	% of total lets 2023/24
General Needs	853	82%	85%
Ground Floor	20	2%	1%
Partially Adapted	138	13%	13%
Fully Wheelchair	28	3%	2%

### 3.8. Waiting Times by Ward

3.8.1. The chart below shows the average waiting times for applicants with the highest priority Band 1 need on the register. This indicates the length of time applicants were on the housing register waiting for accommodation in the ward they moved into.



3.8.2. This shows that applicants who want to move to Wycliffe and Humberstone & Hamilton Wards and require 3-bedroom accommodation are likely to wait longer to achieve a let whilst those wanting to move to Abbey and Castle Wards are likely to wait for a shorter period. Abbey has seen a high number of lets in the last 12 months which could account for the lower waiting times in this Ward. Castle also has lower waiting times for 2-bedroom accommodation whilst Fosse has the lowest waiting time for 1 bedroom.

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

3.8.3. Lets on the register are driven by supply in any particular area as well as the popularity of those areas. Applicants are encouraged to bid in all areas of the city to reduce their waiting times and increase their chances of receiving an offer.

### **3.9. Housing Associations**

3.9.1. Lettings to Housing Associations and HomeCome accounts for 312 (29%) of all lettings in the last 12 months. This is an increase of 12% and equates to 124 additional lets compared to the corresponding period last year.

3.9.2. HomeCome was the largest provider with 72 lets which have been sourced to assist with reducing the numbers of homeless households in temporary accommodation. This equates to an additional 52 properties compared to the same period last year.

3.9.3. PA Housing was the largest Registered Provider with 70 (22%) of the lets with Midland Heart the next highest provider with 63 lettings (20%).

3.9.4. Leicester Home Choice (our choice-based lettings scheme) are provided with 50% of all available Housing Association properties for letting through the scheme and this is proactively monitored by the Housing Solutions Team.

### **3.10. Direct Allocations**

3.10.1. Leicester City Council's Housing Allocations Policy allows for direct allocations of housing to be made to applicants whose circumstances merit priority rehousing on the basis of managing risk, emergencies, and best use of stock.

3.10.2. The number of direct lettings accounts for 38% (409) of all lettings for the 12-month period. This has decreased from 40% and equates to 65 fewer direct lettings compared to the corresponding period last year. This is mainly attributed to the reduction in lets overall and these were boosted last year with the acquisition and letting of Zip and City Gate.

3.10.3. Direct lets to homeless households account for 80% of the total number of direct lets. This has decreased from 84% compared to the corresponding period last year.

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

### **4.1. Financial implications**

There are no direct financial implications beyond those identified within the main body of the report.

Signed: Stuart McAvoy – Head of Finance

Dated: 14<sup>th</sup> January 2026

### **4.2. Legal implications**

As the report is a briefing/update, there are no direct legal implications to refer to on the report's contents.

Signed: Zoe Iliffe

#### **4.3. Equalities implications**

Our Public Sector Equality Duty (PSED) requires us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those who share a protected characteristic as defined by the Equality Act 2010 (sex, sexual orientation, gender reassignment, disability, race, religion or belief, marriage and civil partnership, pregnancy and maternity, age) and those who do not. The Council also has an obligation to treat people in accordance with their Convention rights under The Human Rights Act, 1998.

There are no identified direct adverse equality impacts arising from this report, which provides a retrospective summary of headline housing register and lettings data for the period specified. The report considers available data related to protected characteristics, in particular race and disability. Disability related information is reflected through analysis of adapted and partially adapted accommodation. Work is currently underway to increase the supply of adapted and partially adapted accommodation within the city to better meet the needs of disabled individuals and families.

Asian households registered on the housing register have been provided with information encouraging wider bidding activity and consideration of suitable offers outside their first area of preference. This analysis will be repeated after 12 months to assess whether the actions taken have had an impact. These two areas along with the other areas cited in the report should lead to positive outcomes for people from across a range of protected characteristics who are on the housing register and monitoring of these areas should help to identify any concerns and put in place mitigating actions to address these as appropriate.

Signed: Sukhi Biring, Equalities Officer

Dated: 14 January 2026

#### **4.4. Climate Emergency implications**

Whilst there are no significant implications from this report, housing is one of the largest sources of carbon emissions in Leicester, responsible for 33% of emissions. Following the city council's declaration of a Climate Emergency and its aim to achieve net zero carbon emissions, addressing the emissions from housing is vital to the council's efforts to reduce carbon emissions. This is particularly important within the council's own housing stock, including new purchases, where it has a greater level of control.

Carbon emission control measures relating to acquisitions and increased housing stock are covered separately in reports on these areas as and when they come forward.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 13<sup>th</sup> January 2026

#### **5. Summary of appendices:**

- 5.1.** Appendix 1 - Households on the Register by Band & Priority and as at 01/10/2025
- 5.2.** Appendix 2 - Lettings by Priority for the 12-month period 01/10/2024 – 30/09/2025
- 5.3.** Appendix 3 – Households on the Housing Register by Ward (as at 01/10/2025)
- 5.4.** Appendix 4 – Housing Register Lets by Ward (01/10/2024 – 30/09/2025)
- 5.5.** Appendix 5 – Management Dashboard
- 5.6.** Appendix 6 - Customer Information Dashboard

**6. Is this a private report? No**

**7. Is this a “key decision”? If so, why? No – update only.**

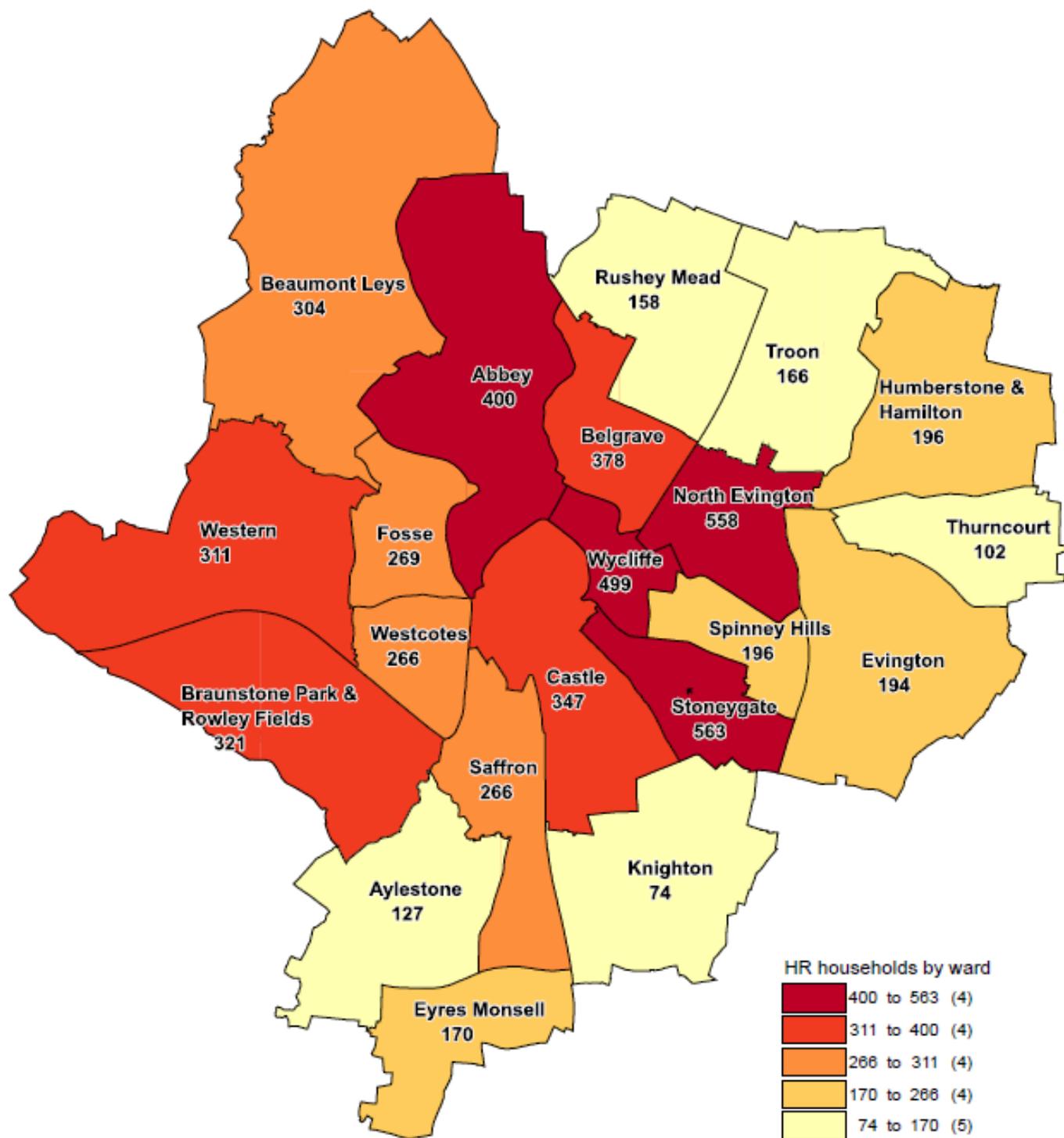
## Households on the Register by Band &amp; Priority and as at 01/10/2025

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
<b>BAND 1</b>	<b>420</b>	<b>706</b>	<b>450</b>	<b>201</b>	<b>38</b>	<b>13</b>	<b>1828</b>
Harassment	10	15	14	2	1	-	42
Management Case	25	23	10	3	1	-	62
Medical	65	61	47	33	6	-	212
Priority Under-occupation	55	4	1	-	-	-	60
Referred Case	-	5	6	3	2	-	16
Stat Overcrowding	-	73	86	50	13	8	230
Statutory Homeless	206	519	285	110	15	5	1140
Young Person Leaving Care	59	6	1	-	-	-	66
<b>BAND 2</b>	<b>731</b>	<b>689</b>	<b>308</b>	<b>198</b>	<b>55</b>	<b>11</b>	<b>1992</b>
Care package ASC	33	-	-	-	-	-	33
Leaving Armed Forces	1	2	-	1	-	-	4
Leaving Residential Care	12	-	-	-	-	-	12
Medical	88	112	168	64	9	1	442
Overcrowded Families in 1 Bed	-	459	89	3	-	-	551
Severe Overcrowding	-	9	24	122	43	10	208
Statutory Homeless	163	30	5	4	-	-	202
Temporary Accommodation	434	62	19	4	3	-	522
Under-occupation	-	15	3	-	-	-	18
<b>BAND 3</b>	<b>924</b>	<b>627</b>	<b>691</b>	<b>134</b>	<b>4</b>	<b>-</b>	<b>2380</b>
Sheltered Housing Only	88	-	-	-	-	-	88
Adult Leaving Care	1	-	-	-	-	-	1
Medical Care + Support	20	14	4	-	-	-	38
Overcrowding - non tenant	796	476	85	12	1	-	1370
Overcrowding - Tenants	16	135	602	121	3	-	877
Workplace Move	3	2	-	1	-	-	6
<b>Grand Total</b>	<b>2075</b>	<b>2022</b>	<b>1449</b>	<b>533</b>	<b>97</b>	<b>24</b>	<b>6200</b>
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total

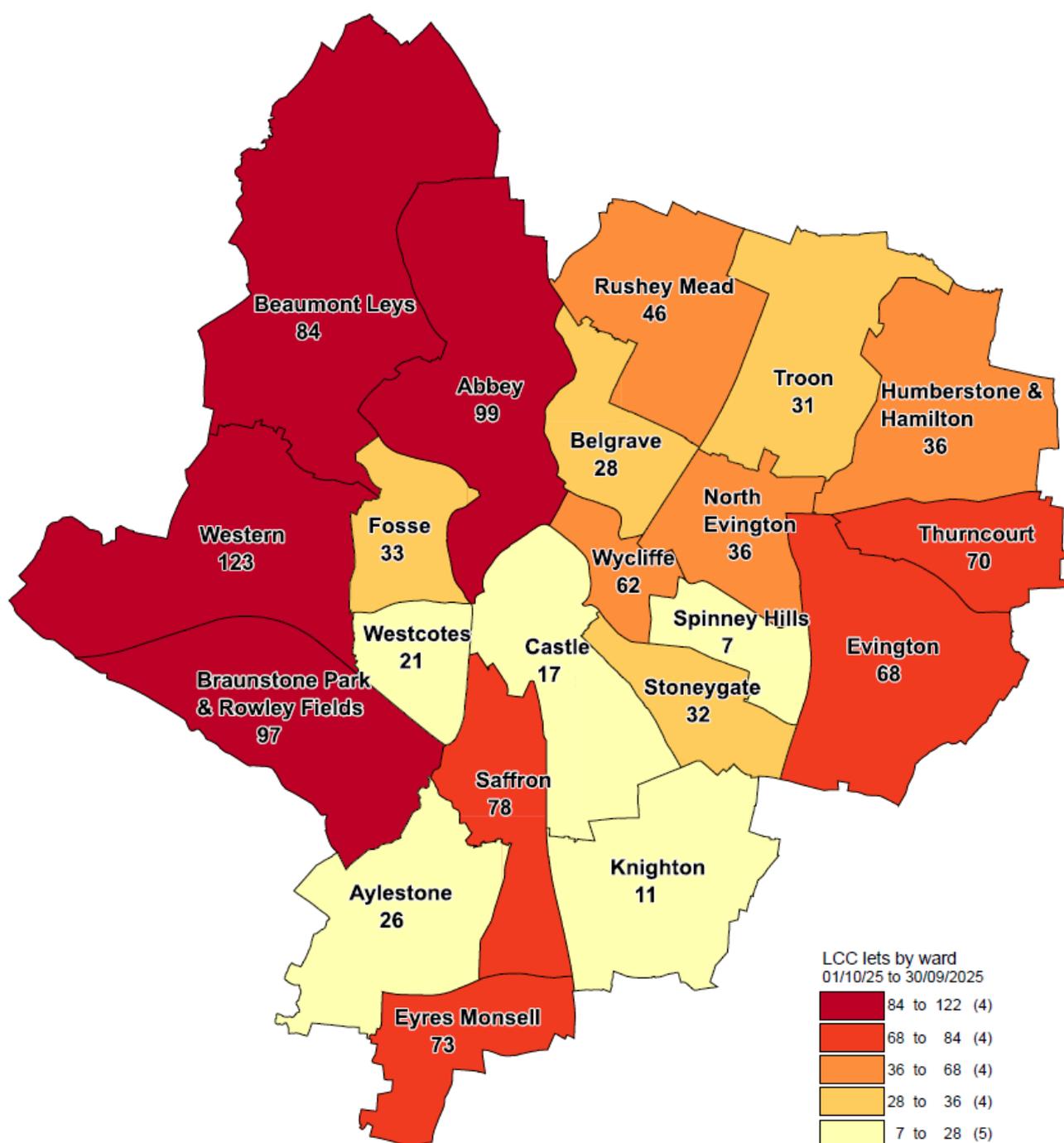
## Lettings by Priority for the 12-month period 01/10/2024 – 30/09/2025

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	7 Bed	Total
<b>BAND 1</b>	<b>408</b>	<b>261</b>	<b>251</b>	<b>31</b>	<b>2</b>	<b>1</b>	<b>954</b>
Harassment	15	11	9	1	-	-	36
Management Case	30	11	10	2	-	-	53
Medical	33	30	18	2	-	1	84
Priority Under-occupation	20	-	1	-	-	-	21
Referred Case	1	5	3	2	-	-	11
Stat Overcrowding	2	28	32	5	1	-	68
Statutory Homeless	270	176	178	19	1	-	644
Young Person Leaving Care	37	-	-	-	-	-	37
<b>BAND 2</b>	<b>77</b>	<b>6</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>84</b>
Care package ASC	3	-	-	-	-	-	3
Leaving Residential Care	3	-	-	-	-	-	3
Medical	24	3	1	-	-	-	28
Severe Overcrowding	-	1	-	-	-	-	1
Statutory Homeless	17	-	-	-	-	-	17
Temporary Accommodation	30	2	-	-	-	-	32
<b>BAND 3</b>	<b>22</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>35</b>
Sheltered Housing Only	6	-	-	-	-	-	6
Medical Care + Support	1	-	-	-	-	-	1
Overcrowding - Non tenant	13	4	5	3	1	-	26
Overcrowding - Tenants	1	-	-	-	-	-	1
Workplace Move	1	-	-	-	-	-	1
<b>Grand Total</b>	<b>507</b>	<b>271</b>	<b>257</b>	<b>34</b>	<b>3</b>	<b>1</b>	<b>1073</b>

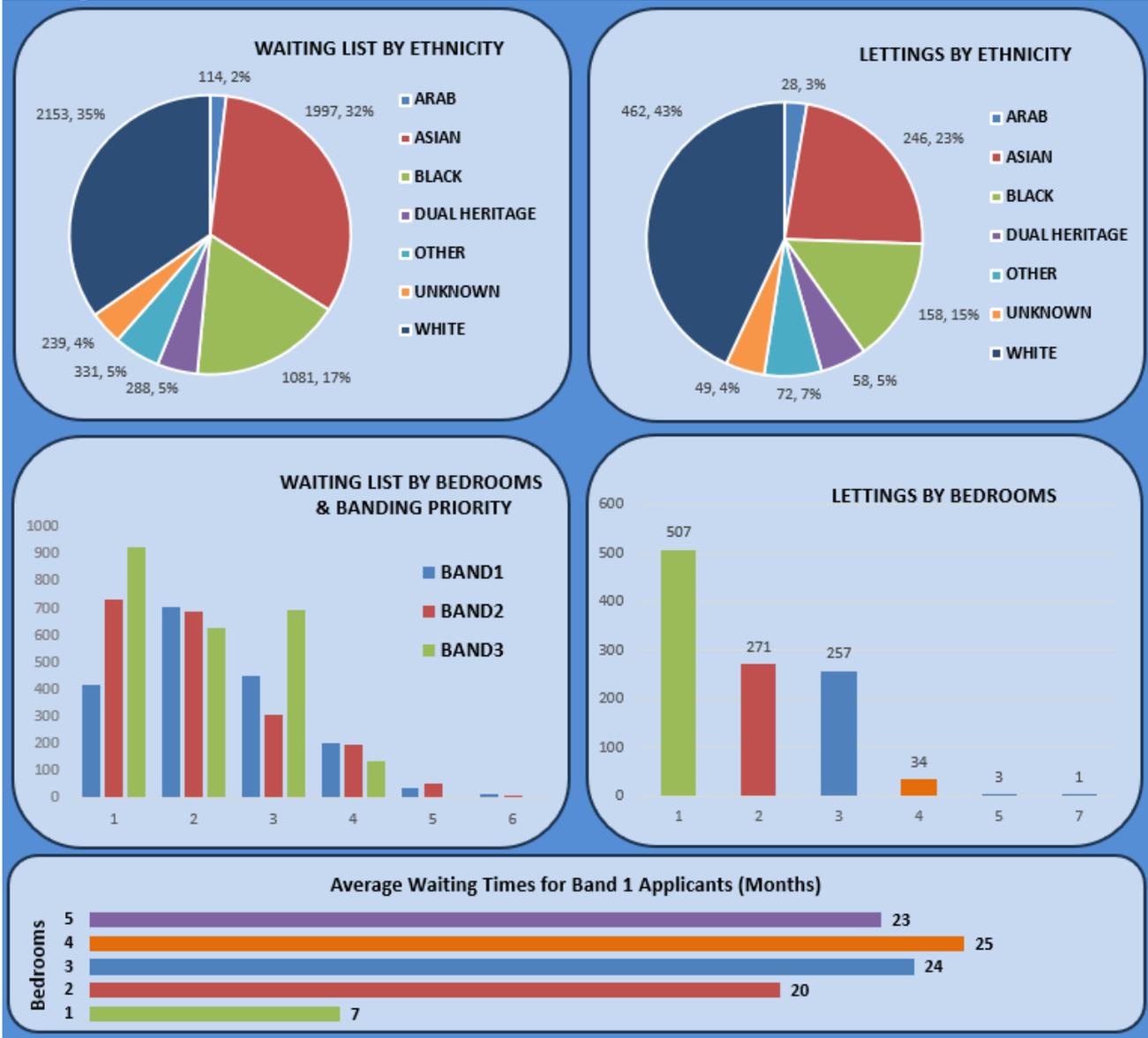
Households on the Housing Register by Ward (As at 01/10/2025)



Housing Register Lets by Ward (01/10/2024 – 30/09/2025)



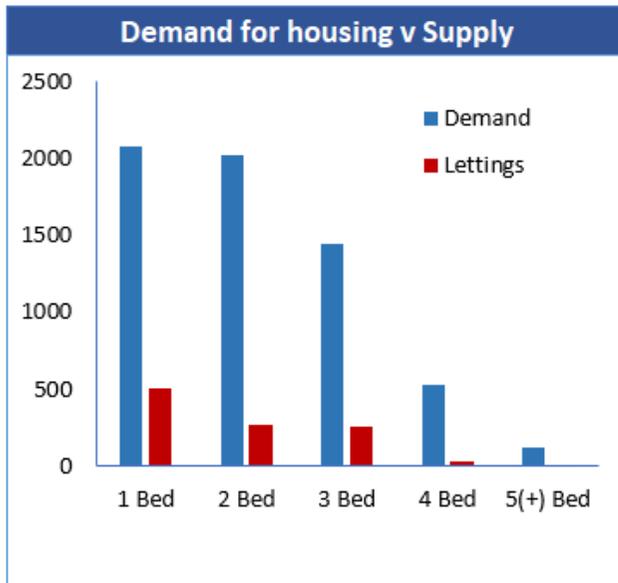
# Management Dashboard



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

Updated every 6 months  
Last update: October 2025

Total Applicants on 1st October 2025	Total Lettings October 2024 to September 2025
<b>6,200</b>	<b>1,073</b>



Average waiting times (months) for different property types					
Figures quoted are average waiting times for individuals housed through the bidding process in the past 12 months					
General Needs Homes			Wheelchair Accessible Homes		
	1 BED	2 BED	3 BED	4 BED	5+ BED
<b>BAND 1</b>	7	20	24	25	23
<b>BAND 2</b>	18	*	*	*	*
<b>BAND 3</b>	*	*	*	*	*
Accessible Homes with Level Access Shower			Ground Floor Homes		
	1 BED	2 BED	3 BED	4 BED	5+ BED
<b>BAND 1</b>	6	12	30	*	13
<b>BAND 2</b>	12	41	*	*	*
<b>BAND 3</b>	93	*	*	*	*

\*No actual data available during this period. General Needs Homes excludes age designated 1 bedroom properties  
For further information visit our website at [www.leicester.gov.uk/housingapplications](http://www.leicester.gov.uk/housingapplications)

## HSC Briefing Report

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### House Building and Acquisitions update

Lead Member Briefing: 9<sup>th</sup>. March 2026

Housing Scrutiny Commission: 17<sup>th</sup>. March 2026

Lead Director: Chris Burgin.

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Lead director: Chris Burgin



**City Mayor**

**Useful information**

- Ward(s) affected: potentially all
- Report author: Simon Nicholls, Head of Service
- Author contact details: 395273
- Report version number: v.1

**Summary**

This report has been prepared to update members of the Housing Scrutiny Commission on our house building and acquisitions programmes.

We are currently on site at Hospital Close, all phase 1 properties are now let and Phase 2 is progressing well. New homes are in construction at Saffron Lane and Southfields Newry, the contract for the redevelopment of the Stocking Farm site has been signed and the procurement exercise to appoint a contractor for the new council homes at Lanesborough Road and Austin Rise is now live, we expect to be out to tender for FLEC soon.

We are also working on a range of other sites, such as The Leys, the former Border House and land to the rear of Regent Road which will continue the delivery of new council homes.

Our ongoing acquisition programme continues to deliver new affordable homes whilst taking advantage of available funding streams.

**Recommendations**

That the Housing Scrutiny Commission note the content of this report.

### **3. Supporting information:**

This report is concerned with the delivery of new council house building and our ongoing acquisition programme and will provide you with an update on all sites in our current pipeline.

#### **Progress updates on our current new build and major refurbishment schemes**

##### **Hospital Close.**

The council acquired the site with the sole purpose of refurbishing the former nurse's accommodation into energy efficient new council homes. To ensure that we delivered the units in as timely a way as possible the scheme was split into two. This was based on the works required to bring these home back into use. Some members of the HSC attended site recently to see progress for themselves.

Hospital Close – phase 1.

Consisted of the refurbishment of 35 x 3 bedroomed semi-detached and terraced houses. This phase is now complete, and all houses are let. The refurbishment achieved an EPC A rating.

Hospital Close - phase 2

Consists of the refurbishment of former nurses' accommodation to provide a mix of two and three bedroomed flats, 10% of which will be fully wheelchair accessible.

This phase is on site now and progress is good; the first flats are due to be handed over for occupation in June 2026, and the phase completed by June 2027

On completion we will have delivered 135 new council homes.

##### **Saffron Velodrome:**

Is a new build site and consists of 38 new council homes, 10 of which are fully wheelchair accessible bungalows. The contractors are on site now and we are expecting 15 of the homes to handed over in early April 2026. The remaining homes will be handed over during the summer; the split handover has been caused by the time it has taken reaching an agreement with Network Rail over the construction of the retaining wall to the north of the site.

Members of the HSC have recently enjoyed a site visit and have requested a return visit on completion of all works.

##### **Lanesborough Road and Austin Riase: 45 New homes**

Is a new build site that has been difficult to progress due to its constraint, mainly due to a badger's sett being identified, this had to be monitored, this has now concluded that the badger's sett is no longer live, and we are able to proceed. The tender process started in January 2026 and interested contractors have until March 26 to submit a bid. We are

working towards a start on site in Summer 26 and a current projected completion of all units by spring 2028

### **Forest Lodge Education Centre (FLEC) 33 New homes**

The demolition of the former school buildings is now complete. A full planning application has been submitted, however there have been delays due the discharged of planning conditions that relate to biodiversity net gain, these remain unresolved. However, we are working towards a start on site by the end of 2026.

### **Southfields Newry 53 new homes**

Is a new build site on the location of the former school, which has since been demolished. The contractor is currently on site delivering a range of property types that will include 10% fully wheelchair accessible properties.

### **Stocking Farm: 50 new homes**

This is an exciting and complex redevelopment of the area that includes existing residential units, shops, garages and community facilities. An extensive stakeholder engagement exercise has taken place and demolition of the garages and Best One shopping complex has been completed. The procurement exercise has been particularly complex; however, all matters have concluded and the successful contractor is due on site in June 2026.

#### **Delivery Breakdown**

Scheme	24/25	25/26	26/27
Hospital Close		35	100
Saffron Velodrome		38	
Lanesborough Road			37
Austin Rise			8
Southfields/Newry			53
Stocking Farm			50
FLEC			33
Hydra Walk	2		
Musgrove Close			1
Totals	2	73	281

### **Funding for new build schemes**

Currently the funding for all of our new build schemes includes a percentage of Retained Right to Buy Receipts (RTBR) and the rest is made up from borrowing, however the amount of unallocated RTRB is reducing and this will impact on future delivery.

Fortunately, Home England has announced The Social and Affordable Homes Programme 2026 to 2036 (SAHP) which provides grant funding to support the capital costs of developing affordable housing in England. Homes England have identified at least £27.3 billion of government funding to deliver new social and affordable homes outside of London. Homes England has confirmed that bidding will open on the 24<sup>th</sup>. February 2026 and we have submitted a bid to part fund 5 of our new build housing

schemes that if successful will release RTRB to allow the continuation of the acquisition programme and other new build pipeline schemes.

### **Acquisitions:**

The table identifies our current acquisitions programme and funding route.

We have successfully bid for HE funds over successive years and have also been allocated Local Authority Housing Fund (LAHF) grant to provide homes for Afghan and Ukrainian families alongside general needs temporary accommodation homes.

	23/24	24/25	25/26	26/27
RTBR	61	58	9	35
Homes England	50	20	20	20
LAHF	27	33	4	15
totals	138	111	33	70

The majority of our programme is buying single 2/3 bedroomed former council houses. This meets the demand for family accommodation and the homes fit back easily into our planned and responsive works programmes.

We do consider larger acquisitions; we completed on the ZIP building in 23/24 and Citygate House in 24/25.

### **Temporary Accommodation Project**

To manage the pressures that the council are facing housing families and singles in temporary accommodation it was agreed that £45m will be made available to both purchase and lease additional units of accommodation. These units will be owned and managed in the general fund, 264 units have been bought which exceeds the original target of 225 by 39 and a further 92 have been leased.

### **Other affordable housing delivery routes**

The main purpose of this report is to set out our new build delivery pipeline and acquisition programme but to meet the manifesto commitment of 1500 new affordable homes the following delivery routes will also be used:

- Known schemes being delivered by others, including Extra Care and Supported Living schemes.
- Planning gain affordable housing

### **Known schemes being delivered by others.**

The following are 100% affordable housing schemes we know are likely to be delivered during the course of the manifesto period by registered providers in the city. The report in July 23 included the delivery of two new Extra Care Schemes and one Supported Living Scheme which have now been removed due to an unsuccessful procurement exercise, they are not now expected to complete in the current manifesto period.

Site	24/25	25/26	26/27
Abbey Park Road former bus depot site – phase 1	71	47	
Phase 2			111
Meadows Way - Loughborough Road		100	
Barkby Thorpe Road	13	5	
Totals	84	152	111

### Planning gain affordable housing

The following table is a summary of the affordable housing to be delivered through planning gain linked to the development process. Planning Gain affordable housing is secured as a planning condition and is typically 30% of the total number of homes being built. The developer normally works with a registered provider who will own and manage these units. Typically, the Council will nominate the tenants on 100% of the first lets.

Ashton Green is the single biggest development currently in the city and will be delivering the majority of the planning gain affordable units we expect to be delivered during the manifesto period.

Development	23/24	24/25	25/26	26/27
Ashton Green				
AG Phase B & C	12	40	22	0

### The development of non-strategic local plan sites for new council housing:

There are 26 council owned non-strategic local plan sites that have been identified as suitable for the delivery of affordable housing; however, these cannot be progressed ahead of the adoption of the Local Plan. Initial design and feasibility work has been commissioned to enable us to progress these sites as quickly as possible once the Local Plan has been adopted. It is anticipated that we will deliver some sites ourselves but will also work with other registered providers. All schemes will go through the planning process to allow for resident and community engagement. The projected delivery figures for these sites have not been included in this report.

### Delivery Summary

Delivery phase	23/24	24/25	25/26	26/27	Grand Total
Hospital Close phase 1			30		30
Hospital Close phase 2				100	100
Current Housing Pipeline		2	38	181	221

Section 106– Planning Gain	12	40	22	0	74
Known future delivery by others, 100% affordable schemes		163	72	111	346
<b>Total New Builds</b>	<b>12</b>	<b>205</b>	<b>162</b>	<b>392</b>	<b>771</b>
Acquisitions - HRA	138	111	33	70	352
Other provider acquisitions	1	3			4
First Homes Early Delivery (FHED)	8				8
Temporary Accommodation project	6	105	245	100	456
<b>Grand Total</b>	<b>165</b>	<b>345</b>	<b>440</b>	<b>170</b>	<b>1591</b>

#### **Risks and issues to delivery:**

- The lack of available sites for residential development, the majority of the sites are currently subject to the Local Plan process.
- A decrease in Planning Gain Affordable Housing, with only Ashton Green showing any significant delivery.
- Significant increases in actual and predicted costs for the delivery of schemes and the impact this has on viability and delivery.
- The new build and acquisition programmes are currently reliant of the use of RTBR for funding.

#### **4. Details of Scrutiny**

#### **5. Financial, legal and other implications**

##### 5.1 Financial implications

As an update report, there are no direct financial implications associated with this report. Budget is added to the capital programme for the new build and acquisition programme throughout the year. This can be through the annual budget setting report to Council or through Executive Decisions as additional funding becomes available. As referenced within the report, receipts from Right to Buy property sales have provided a substantial proportion

of the subsidy for these schemes, alongside government grant; these are matched with prudential borrowing that is repaid from the rental income arising from the new supply.

Stuart McAvoy – Head of Finance  
6<sup>th</sup> March 2026

### 5.2 Legal implications

None at present. Legal advice is recommended from the respective legal teams throughout the awarding of contracts and/or acquisition of properties.

Zoe Iliffe, Principal Lawyer (Property, Highways & Planning)  
4/3/26

### 5.3 Climate Change and Carbon Reduction implications

As this report is for briefing only, there are no direct climate emergency implications. It is worth noting that 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 development of housing, where it has the highest level of influence and control.

Where new accommodation is developed, opportunities should be taken to make the properties as energy efficient and low carbon as possible. This should be considered from the earliest stages of the projects, including through tendering processes and engagement with potential providers. Measures should include fitting high levels of insulation, low carbon heating and lighting, renewable energy sources and sustainable construction methods. Alongside minimising carbon emissions, these measures would also significantly reduce energy costs for accommodation and should increase comfort levels for occupants.

Phil Ball, Sustainability Officer, Ext 372246  
20<sup>th</sup> February 2026

### 5.4 Equalities Implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation 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 paper provides an update on the council's house building and acquisitions programmes. The programmes outlined in the report advance equality of opportunity by delivering affordable, energy-efficient, and accessible council homes across Leicester, addressing housing needs for diverse protected characteristic groups including those with disabilities, families, ethnic minorities, and older residents.

Equalities officer, Surinder Singh, Ext 37 4148  
Dated 20 February 2026

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 indicated the reasons and state why it is not in the public interest to be dealt with publicly)?**

No

**9. Is this a “key decision”?**

/No

**10. If a key decision please explain reason**



**City Mayor**

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## **Housing Pop-Up Office Update – January 2026**

### **Housing Scrutiny Commission**

Date of meeting: 17 March 2026

Lead Member: Cllr Cutkelvin

Lead director: Chris Burgin

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### Useful information

- Ward(s) affected: All
- Report author: Alvin Raj
- Author contact details: 0116 4542819
- Report version number: V2

## 1. Summary

1.1 This report provides an update on the latest review of the Housing Pop-up Offices as requested by Councillor Cutkelvin and Chris Burgin, Director of Housing.

## 2. Recommended actions / decisions.

2.1 To note findings from the review of the Housing Pop up Offices and take forward the further recommendations set out in 4.16 of this report.

## 3. Scrutiny / stakeholder engagement.

3.1 The Housing and Engagement Team have gathered data from Tenancy Management staff, Repairs staff, the Senior Management Team, the Tenants Scrutiny Panel and tenants and residents attending the Housing Pop-up sessions.

## 4. Background

4.1 From March 2025 Housing Pop-up offices were set up for tenants and residents. The pop ups are open from 11am to 3pm every week on the following days:

Tuesdays	New Parks Library & Tudor Centre
Wednesdays	Pork Pie Library & The Brite Centre
Thursdays	St Matthews Centre & Thurnby Lodge Community Centre

4.2 Currently, Tenancy Management, Repairs, and the Policy and Engagement Team have been available to attend the pop-up sessions. Services, such as STAR and the Income Management Team, have attended on occasion. The Policy and Engagement Team are currently in discussions with other services and partner organisations to explore their interest in attending the Housing pop-up Offices on an occasional basis (for example, Live Well and the Police and Community Safety Team).

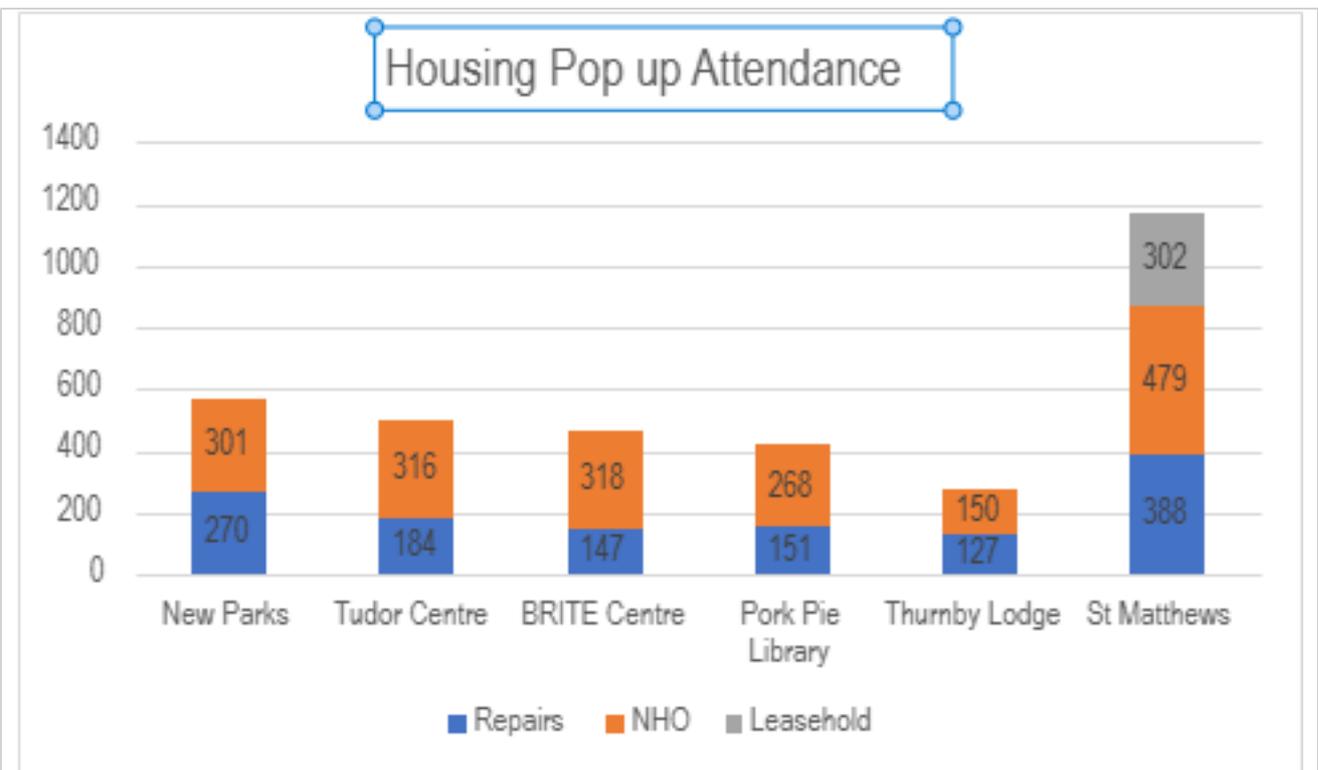
4.3 From March 2025 until the end of December 2025, we have seen 3401 tenants attend the Pop-up Offices. Of those 3401 enquires, tenancy management had 1832 enquiries, 1267 were related to repairs and 302 to leasehold. The only housing pop up where we have a dedicated leaseholder stand is St Matthews.

#### Data from all enquires broken down by quarter

	March 2025	Q1 (April - June) 25	Q2 (July - Sept) 25	Q3 (Oct- Dec) 25
<b>Overall Total</b>	<b>482</b>	<b>977</b>	<b>987</b>	<b>955</b>
NHO	291 (60.40%)	569 (58.24%)	542 (54.91%)	430 (45.02%)
Repairs	170 (35.25%)	316 (32.34%)	367 (37.20%)	414 (43.35%)
Leasehold	21 (4.35%)	92 (9.42%)	78 (7.90%)	111 (11.62%)

#### Data from all enquires broken down by location

	New Parks	Tudor Centre	BRITE Centre	Pork Pie Library	Thurnby Lodge	St Matthews
<b>Overall Total</b>	<b>571</b>	<b>500</b>	<b>465</b>	<b>419</b>	<b>277</b>	<b>1169</b>
NHO	301 (52.8%)	316 (63.20%)	318 (68.39%)	268 (64%)	150 (54.15%)	479 (40.97%)
Repairs	270 (47.2%)	184 (36.80%)	147 (31.61%)	151 (36%)	127 (45.85%)	388 (33.20%)
Leasehold	0	0	0	0	0	302 (25.83%)



4.4 From September 2025, an updated Housing Pop-Up tracker was introduced. This tracker monitors the times tenants attend, their ethnicity, how they heard about the pop-up, and the postcodes from which they are attending. The tracker is used exclusively by Neighbourhood Housing Officers; the Repairs and Leaseholder teams use their own separate trackers.

4.5 The following data below is for September 2025 to December 2025 and is from the pop-up tracker used by NHO's. Please note some data is missing so not all figures will match per subset, District managers and team leaders have been emailed to remind staff of filling out the tracker correctly so we can ensure completed data sets moving forward.

**Time:**

Times	Number of Tenants attending
11:00 – 12:00	258
12:01 – 13:00	142
13:01 – 14:00	107

14:01 – 15:00

107

4.6 Attendance data indicates peak visits between 11:00 and 12:00 across all pop-up offices. Post-midday attendance declines at most locations; however, St Matthews remains an exception, with 42% of visits occurring between 13:01–14:00 and a further 42% between 14:01–15:00.

#### Ethnicity:

	Total recorded on NHO Tracker	Percent %	Number of Tenants recorded on Tenancy Power BI	Percent %
Asian or Asian British - Indian	70	16.47%	1414	7.55%
Asian or Asian British - Pakistani	11	2.58%	268	1.43%
Asian or Asian British - Bangladeshi	1	0.23%	199	1.06%
Asian or Asian British - Chinese	2	0.47%	18	0.09%
Any other Asian background	16	3.76%	577	3.08%
Black, Black British - Caribbean	17	4%	365	1.95%
Black , Black British - African	41	9.64%	1475	7.88%
Any other Black, Black British, or Caribbean background	7	1.64%	204	1.09%
Mixed or multiple ethnic groups - White and Black Caribbean	5	1.17%	253	1.35%
Mixed or multiple ethnic groups - White and Black African	4	0.94%	63	0.33%
Mixed or multiple ethnic groups - White and Asian	2	0.47%	51	0.27%

Any other Mixed or multiple ethnic background	10	2.35%	120	0.64%
White - English, Welsh, Scottish, Northern Irish or British	198	46.58%	8709	46.54%
White - Irish	3	0.70%	96	0.51%
White - Gypsy or Irish Traveller	1	0.23%	37	0.19%
White - Roma	1	0.23%		
Any other White background	17	4%	376	2.00%
Other ethnic group - Arab	9	2.11%		
Any other ethnic group	10	2.35%	498	2.66%

#### How did people hear about the housing pop up sessions:

Social Media	7
Email	4
Word of Mouth	232
Newsletter	20
Leicester City Council Website	16
Letter	18
Printed Advertisement ( Leaflet & poster)	54
Other	72

4.7 The data shows that word of mouth has been the most common way tenants have heard about the housing pop-up sessions. When reviewing the “Other” category, common responses included being informed by the Customer Services Team, being signposted by a professional organisation, or being told about the pop-ups by their Housing Officer.

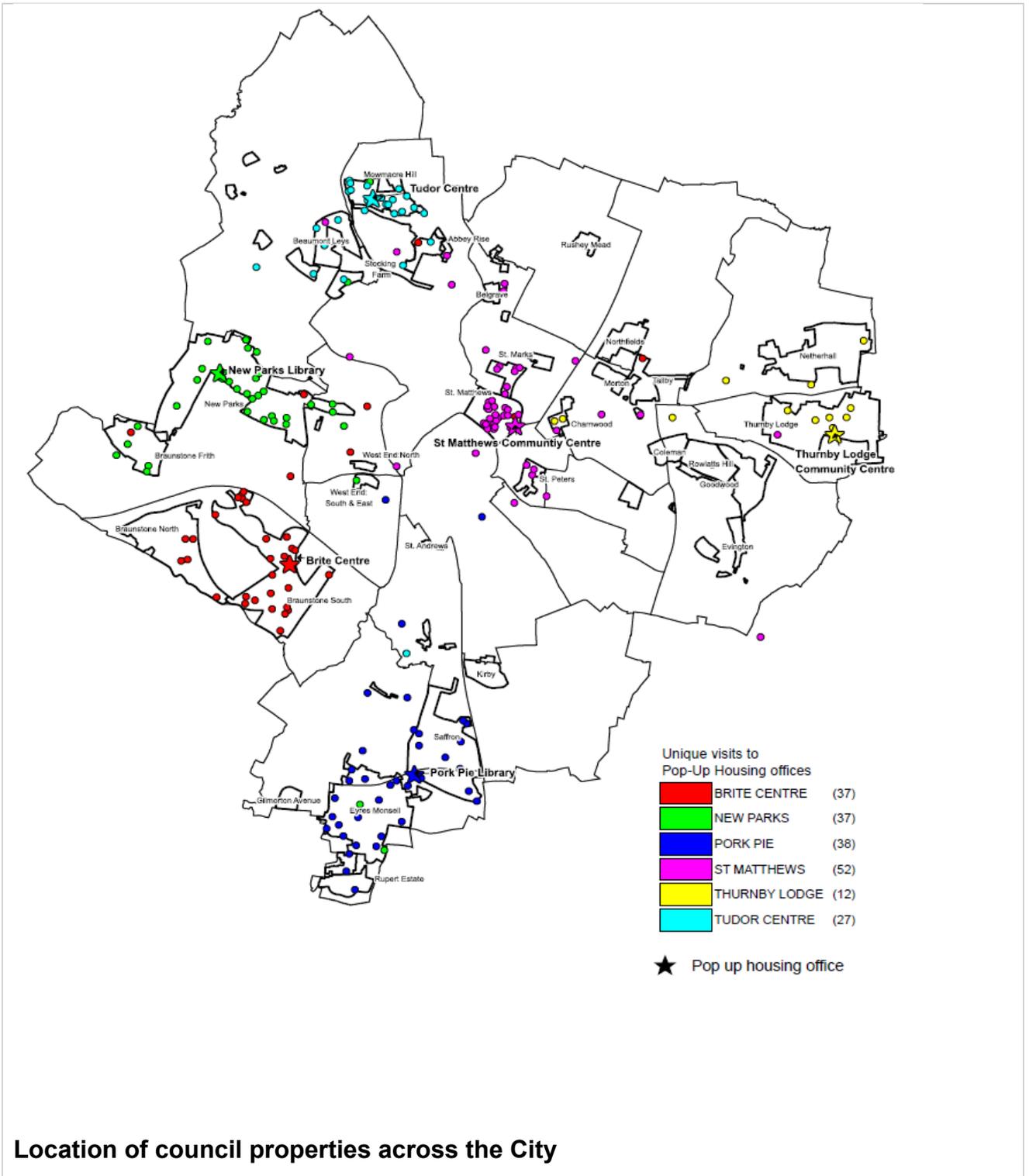
#### Type of query from September 2025 to Dec 2025

Tenancy Management	214
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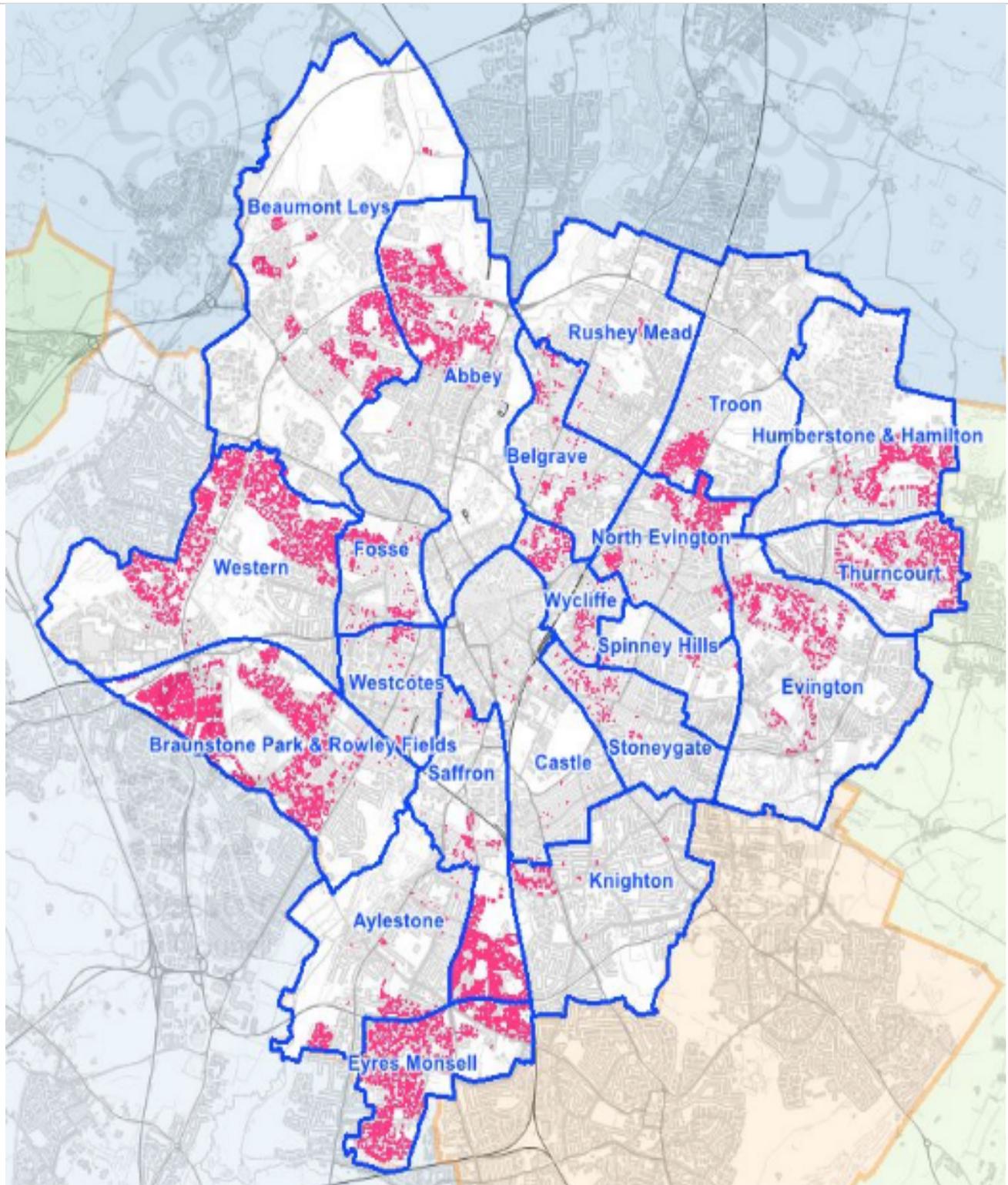
Rent	62
Housing Register/allocation	98
Estate Warden	7
ASB	59
Garden/ trees / shrubs	16
Leasehold	1
Highways	6
Other	155

4.8 The most common type of enquiry received at the pop-ups was for tenancy management, with the second most common enquiry logged was “other”. When looking at “other” the types of enquires were very varied and included topics such as pest control, blue badge, adult social care and education.

4.9 **Postcode data:** Postcode data based on the NHO tracker Sept 25 to Dec 25, has been mapped to show where tenants are travelling from to attend the housing pop-up sessions. The data reflects unique visits rather than the number of times individuals from a particular postcode have attended the pop-ups (see Appendix 1).



Location of council properties across the City



4.10 Key highlights

- A total of 203 individual postcodes were recorded, including a small number from locations just outside the city boundary.
- Three wards recorded no visiting postcodes: Troon, Rushey Mead, and Knighton.
- Analysis of ward-level data indicates that the majority of attendees at each housing pop-up session are residents of the ward in which the session is held (see Appendix 2).

#### 4.11 Feedback on the Housing Pop-up Offices

A survey was developed and launched in November 2025 to collect feedback from attendees of the housing pop-up sessions. The survey is accessible via a QR code printed on a leaflet. Tenants can either take a leaflet and complete the survey themselves or have a member of the Policy and Engagement Team assist them in completing it at the pop-up session.

The survey gathers tenants' views on the housing pop-ups and invites suggestions for improvement. At the time of writing this report, 53 responses have been received.

Below there are highlights results from the survey:

#### How satisfied are you with the overall experience at the Pop - up Housing Office sessions?

Option	Total	Percent
Very satisfied	29	54.72%
Satisfied	20	37.74%
Neutral	3	5.66%
Dissatisfied	1	1.89%
Very dissatisfied	0	0%
Not Answered	0	0%

#### Did you find the information provided at Pop - up Housing Office sessions helpful?

Option	Total	Percent
Very helpful	37	69.81%
Somewhat helpful	13	24.53%
Neutral	3	5.66%
Not very helpful	0	0%
Not Answered	0	0%

#### Did you feel that the Pop - up Housing Office sessions were well-organised and easy to navigate?

Option	Total	Percent
Strongly agree	35	66.04%
Agree	14	26.42%
Neutral	3	5.66%
Disagree	1	2%
Strongly disagree	0	0%
Not Answered	0	0%

**Would you recommend attending Pop - up Housing Office sessions to others who are looking for housing information?**

Option	Total	Percent
Yes	52	98.11%
No	1	1.89%
Not Answered	0	0%

**Do you have any additional comments on your experience visiting the Pop - up Housing Office sessions?**

“These housing pop-ups are a lifeline, it is so valuable being able to speak to someone face to face”

“ Yes, I would like to specifically commend Stacey. She was absolutely wonderful and unbelievably helpful (with the bills assistance) during my visit today. She is a massive credit to the team, offering exceptional assistance with genuine kindness and professionalism. Her help was truly invaluable. Thank you, Stacey!”

“It’s the best thing to happen to have the pop-up housing office as when ever I’ve tried to report any issues, I was unsuccessful as it either never went through online or every time I try to ring about a problem I just got told report it online even though I explained it wasn’t working. The pop-up housing office is brilliant as you can speak to people face-to-face and get things sorted”

“ It has been so hard to get through on the phone so having these face to face has made a real difference to me , please do not stop them as they have been really important to me. Everyone has been brilliant , repairs and the housing officers”

“Advisor was very helpful and explained things to me as I have dementia . Tried to contact people on the phone and they were either rude or dismissive , I heard about this pop through my neighbour. Really good to speak to someone face to face”

**Do you have any suggestions to improve the Pop - up Housing Office sessions?**

“Let us come earlier”

“Do more advertisement of the pop ups”

“get teams like ASB, rents and teams that can help with other areas. Housing officer was helpful but couldn't answer all my queries”

“Speaking different languages. Money support question. Rent and arrears support. Benefits”

#### **4.12 Neighbourhood Services Feedback**

“Our staff team have been very happy with the provision. The ability to tell a customer that they can come and see someone at a specific day and time has really reduced some of the difficult behaviour we used to encounter. We previously had frequent reports of customers becoming angry and frustrated with our staff when we could only direct them to a customer services phone and, in some cases, they would have long waits and become more unhappy with our staff on site. We now find that more agitated customers are almost immediately reassured when they are informed of the pop-up offices and they know that they can come and see someone. We have encountered very few issues with sessions and anything that has come up so far has been minor”

#### **4.13 Staff Feedback**

Repairs staff and housing staff were also asked for their feedback on the how they thought the pop-up sessions had gone.

“It's good for the tenants to have somewhere to go and see a person especially those with no technology or don't do online”

Some staff also fed back that it is very time consuming and that they struggled to catch up with other work that they were required to carry out for tenants. such as communal inspections. Some of the enquires were not also tenancy related.

It was noted that some of the furniture used by staff could have been more robust and cover was required for staff to have adequate breaks.

#### **4.14 Tenancy Scrutiny Panel Feedback:**

The members were very appreciative and positive of the housing pop up offices and said they preferred the face-to-face contact with the housing officer. Some members highlighted issues with parking at Porkpie Library and suggested offices be held at Eyres Monsell Community Centre and Kingfisher. The Thurnby Lodge office should be promoted to nearby estates.

#### **4.15 Points to consider:**

- Tenant feedback highlights the value of the housing pop-up sessions, indicating that they should be made a permanent feature moving forward.
- Rooms for the housing pop-up sessions have already been booked for 2026/27. In light of the upcoming closure of the Tudor Centre and St Matthews Community Centre, alternative venues to be arranged in advance.

- Postcode data indicates that most attendees travel to pop-ups within their own ward. Ongoing monitoring of postcode data will be necessary to inform future planning.
- With 155 other enquiries is their scope for customer services to support at the Pop-up Offices.

#### 4.16 Recommendations:

- Make the pop-up offices a permanent service offer and provide staff who facilitate the pop-ups with more comfortable furniture and adequate break provisions
- Adjust the timing of the housing pop-up sessions from 11:00–15:00 to 10:00–14:00. This change is based on feedback received from tenants and staff supporting the sessions.
- Increase promotion of the housing pop-up sessions, in collaboration with the Communications Team. Focus should be given to the surrounding wards of Thurncourt, where attendance numbers have been low.

#### 4.17 Next Steps

A further review of the Housing pop-up offices will be carried out in six months' time. By then, additional postcode data will be available, allowing us to gain a clearer understanding of where tenants are travelling from to attend the pop-up offices.

- Further steps will be taken to promote the pop-up offices through online channels, social media, tenant groups, the annual rent letter, the Tenants' Annual Report, and by requesting ward councillors to promote the service to their constituents via their own communication channels.
- Service areas such as Registration and the Income Management Team will trial attendance at the pop-up offices.

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

### 5.1 Financial implications

There are no significant financial implications of the recommendation to make pop-up offices permanent. The staff time is within existing staffing resource. There are nominal costs to the HRA for the use of General Fund locations.

Signed: Stuart McAvoy – Head of Finance

Dated: 26<sup>th</sup> February 2026

### 5.2 Legal implications

There are no present legal implications to report.

Signed: Shazmina Ghumra (Principal Solicitor – Civil Litigation)

Dated: 19 February 2026

### 5.3 Equalities implications

Our Public Sector Equality Duty (PSED) requires us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those who share a protected characteristic as defined by the Equality Act 2010 (sex, sexual orientation, gender reassignment, disability, race, religion or belief, marriage and civil partnership, pregnancy and maternity, age) and those who do not. The Council also has an obligation to treat people in accordance with their Convention rights under The Human Rights Act, 1998.

The report provides an overview of the housing pop up sessions to date and includes feedback from staff, tenants, other service areas, and the tenancy scrutiny panel, most of which has been positive. If the pop-up sessions become a permanent service, they will benefit people from across a range of protected characteristics who can liaise face to face with officers having the opportunity to discuss any issues/queries. We need to ensure any communication regarding the pop-up sessions is accessible and targeted at the relevant stakeholders/cohort who would benefit from attending these sessions in person. The proposed review of the pop-up offices should provide the council with an overview of how the service is being delivered and take up by tenants.

Signed: Sukhi Biring, Equalities Officer

Dated: 5 February 2026

### 5.4 Climate Emergency implications

There are no significant climate emergency implications directly associated with this report. As service delivery by the council and partners generally contributes to the council's carbon footprint, any impacts could be considered within delivery of the service such as encouraging the use of sustainable travel options, using buildings and materials efficiently and following the council's sustainable procurement guidance, as appropriate and relevant.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 5<sup>th</sup> February 2026

### 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: None**

**7. Summary of appendices: None**

**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



**Housing Scrutiny Committee**  
**Work Programme 2025-2026**

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

	<p>Who gets Social Housing</p>	<p>Mutual Exchange scheme to be added to the work programme.</p> <p>Reshare the banding scheme and allocation policy with commission members.</p>	<p>Complete</p> <p>Details shared with commission members.</p>
	<p>Repairs &amp; maintenance update (inc Damp &amp; Mould)</p>	<p>The Council's approach to implementing Awaab's Law to be added to the work programme.</p>	<p>Complete</p>
	<p>Maintenance Charges</p>	<p>Report back to the Commission on how the Council benchmarks maintenance charges against other Local Authorities or Housing Providers.</p> <p>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.</p> <p>Other maintenance charges to be brought to future meetings – Chris Burgin</p> <p>-</p>	<p>-</p>
	<p>Water Hygiene Report</p>		

<p><b>11 November 2025</b></p>	<p>Tenants Scrutiny Panel – Verbal update</p> <p>District Service performance (inc update on Tenant Engagement &amp; Pop Up Housing Offices) to include Tenant Scrutiny Panel &amp; Tenant Associations</p> <p><b>Housing Capital Programme update</b></p> <p>Homelessness Strategy &amp; Operational performance update (inc Temporary accommodation &amp; £45m update)</p>		<p>Housing Allocations Policy Review</p>
<p><b>13 January 2026</b></p>	<p><i>Items TBC:</i></p> <p><i>General Revenue Account and Capital Programme 2026/27</i></p> <p><i>Housing Support</i></p> <p><b><i>HRA Budget 26/27 proposals</i></b></p>		
<p><b>17 March 2026</b></p>	<p><i>Items TBC:</i></p> <p><i>Tenants Scrutiny Panel – Verbal update</i></p> <p><i>Who Gets Social Housing</i></p> <p><i>Housing Building &amp; Acquisition update</i></p> <p><i>Pop-up Housing Office update</i></p>		

<b>21 April 2026</b>	<i>Items TBC:</i> <i>Housing Regulator update</i> <i>Awaab's Law implementation</i> <i>H&amp;S Compliance including repairs and maintenance update</i>		
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**Forward plan items 2025-26:**

<b>Topic</b>	<b>Detail</b>	<b>Proposed Date</b>
Adaptations Strategy		TBC
Environmental Budget & Public Realm update		June 2026
District Performance Report 2026	To include feedback regarding engagement with Community Engagement Officers and use of QR codes.	November 2026
District Heating		TBC
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
Maintenance Charges	The Commission requested for reports to be brought on other maintenance charges, aside the Cleaning Charges.	TBC
Temporary Accommodation		
Voids		