



Leicester  
City Council

## **MEETING OF THE HOUSING SCRUTINY COMMISSION**

**DATE: THURSDAY, 4 FEBRUARY 2016**  
**TIME: 6:15 pm**  
**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ**

### **Members of the Scrutiny Commission**

Councillor Newcombe (Chair)  
Councillor Alfonso (Vice Chair)

Councillors Aldred, Aqbany, Byrne, Cank and Joshi  
1 Un-allocated Non-Group Place

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

For Monitoring Officer

#### **Officer contacts:**

**Angie Smith (Democratic Support Officer):**

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# **PUBLIC SESSION**

## **AGENDA**

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#### **1. APOLOGIES FOR ABSENCE**

#### **2. DECLARATIONS OF INTEREST**

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

#### **3. CHAIR'S ANNOUNCEMENTS**

#### **4. MINUTES OF THE PREVIOUS MEETING**

**Appendix A**

The minutes of the meeting held on 17 December 2015 are attached.

#### **5. PETITIONS**

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

#### **6. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE**

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received in accordance with Council procedures.

#### **7. AREA MANAGERS BRIEFING - BEAUMONT LEYS AND ABBEY WARDS**

**Appendix B**

The Area Manager will deliver a presentation on the Department's work in the Beaumont Leys and Abbey Wards.

#### **8. RENT ARREARS QUARTERLY PROGRESS REPORT**

**Appendix C**

The Director of Housing submits a quarterly progress report on Rent Arrears for the period 5<sup>th</sup> October 2015 to the 1<sup>st</sup> January 2016, to inform the Housing Scrutiny Commission of progress, as requested.

**9. EMPTY HOMES STRATEGY**

**Appendix D**

The Director of Housing submits a report to the Housing Scrutiny Commission Members on the Housing Division's intention to submit a bid to the Service Transformation Fund to increase the number of Empty Homes Officers to reduce the backlog of long-term empty homes. The Commission is asked to note the officers' actions.

**10. RESPONSIVE HOUSING REPAIRS: UPDATE**

**Appendix E**

The Director of Housing submits a report to update Housing Scrutiny Commission Members on the Division's performance on the completion of responsive repairs to council properties, and the implementation of service changes reported to the Housing Scrutiny Commission and agreed by the Executive in November 2014. The Commission is asked to note the report.

**11. MONITORING THE HOMELESSNESS STRATEGY (18 MONTHS)**

**Appendix F**

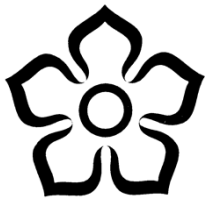
The Director of Housing and Executive submit a report which seeks the comments of the Housing Scrutiny Commission on the first 18 months of the Homelessness Strategy. The Commission is asked to note the recommendations in the report, and make and comments it sees fit to the Director of Housing and Executive.

**12. WORK PROGRAMME OF THE SCRUTINY COMMISSION**

**Appendix G**

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

**13. ANY OTHER URGENT BUSINESS**



Leicester  
City Council

Minutes of the Meeting of the  
HOUSING SCRUTINY COMMISSION

Held: THURSDAY, 17 DECEMBER 2015 at 6:15 pm

P R E S E N T :

Councillor Newcombe (Chair)  
Councillor Alfonso (Vice Chair)

Councillor Aldred

Councillor Aqbandy

Also in attendance:

Councillor Connelly – Assistant City Mayor Housing

\* \* \* \* \*

**38. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Byrne, Cank and Joshi.

**39. DECLARATIONS OF INTEREST**

Members were asked to declare any interests they might have in the business to be discussed. No such declarations were received.

**40. MINUTES OF THE PREVIOUS MEETING**

AGREED:

That the minutes of the meeting of the Housing Scrutiny Commission held on 2<sup>nd</sup> November 2015 be confirmed as a correct record.

**41. CHAIR'S ANNOUNCEMENTS**

There were no announcements from the Chair.

#### **42. PETITIONS**

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

#### **43. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE**

The Monitoring Officer reported the no questions, representations or statements of case had been received in accordance with Council procedures.

#### **44. AREA MANAGERS' BRIEFING**

John Thomson, Centre Area Manager gave a presentation on the work of the Centre Housing Management Area. The Centre Area covered the Castle, Belgrave, Rushey Mead, Stoneygate, Spinney Hills, and Wycliffe wards.

The presentation covered the following topics:-

- Details of the area, including population, number of households, density and number of council properties.
- The tenure and housing stock in the area.
- The council housing stock profile.
- Ethnicity/English proficiency
- Residents/Tenants age profile
- Household profile
- Private sector empty homes
- Council Properties excess beds/under occupation profile
- New developments
- Indices of multiple deprivation, including fuel poverty, life expectancy and employment.
- Planned Capital Works 2015/16
- Key Achievements for 2014-15
- Environmental Improvements 2014/15
- Challenges in the future

In response to Members' questions it was noted:-

- a) The Tower Block refurbishments were on schedule. Repairs to lifts in blocks being refurbished could be a challenge.
- b) Issues of anti-social behaviour in Goscote House from non-residents were being addressed and the situation was improving. Vacant flats in other blocks were offered to tenants in Goscote House where possible.
- c) A bid had been made to the Service Transformation Board to recruit 4 staff for 3 years to help reduce the number of empty properties in the private sector and to bring them back into use. The Department

received 20 referrals a month and bringing these empty back into use was actively being pursued under the Empty Homes Strategy. Many owners of empty properties co-operated voluntarily with the Council in making them available for occupation, but where owners did not co-operate, the Council would use its powers of Compulsory Purchase as a measure of the last resort. This power had been used four times in recent weeks.

The Chair thanked the Area Manager for the presentation.

AGREED:

That the Housing staff and the ASB Team continue their efforts to reduce incidents of ASB in Goscote House.

#### **45. HOUSING REVENUE ACCOUNT RENT SETTING AND BUDGET 2016-17 CONSULTATION**

The Director of Housing submitted a report seeking the views of Members on proposals for setting the Housing Revenue Account budget for 2016/17, increasing service charges (excluding heating and cleaning) and garage rents by 0.9% and reductions in the 2016/17 spending from options set out in table 6 of the report.

It was noted that the budget would be set in the context of the government requirement that rents are reduced by 1% for each of the next four years (2016-2020). The Executive were proposing that the first of the four Rent Reduction Budgets is set as a balance budget with no use of reserves. The Executive were also proposing to consider the outcome of the work on an HRA Spending Review Phase 3 in the summer of 2016 to identify a total reduction in spending of c£11.7m pa by 2019/20, compared to the current business plan. Consideration of Spending Review Phase 3 will enable the Executive to agree a 3 year framework for future annual budgets up to and including 2019/20. Any proposed changes would be subject to consultation in the future.

Members made the following comments:-

- a) STAR was a valued service and with the implementation of Universal Credits, the service could be under further pressure.
- b) Some landscaped areas had suffered from overgrown trees and bushes and concerns were expressed at reducing landscaping provisions.
- c) The Task Group would be looking at the length of voids to ensure that homes were returned to use as soon as possible to minimise loss of rent income and reduce extra costs in paying Council Tax on void properties.

In response to Members' comments it was stated that:-

- a) That the 3 current staff vacancies for STAR would continue until the

report on the challenges facing the service was received. The report would assess the impact on the service of the ongoing vacancies and a decision on them would be taken at that time.

- b) A number of landscaping improvements on many estates had already reduced the need for landscaping maintenance works. The budget for landscaping works had been increased in recent years and had made significant progress, which gave confidence in being able to suggest a reduction in budget now.
- c) Tenants who felt their kitchens or bathrooms were in poor condition were able to submit requests for improvements and these would be considered alongside the planned kitchen replacement programme.
- d) There was no proposal to reduce the budget provision for works on concrete paths.
- e) The replacement of inefficient boilers was carried out under a different line in the capital programme and the proposed 10% reduction was felt to be achievable without any detrimental effect upon tenants. This would be monitored.

AGREED:

- 1) That the report be received and the Commission support the proposals for the HRA budget for 2016/17, the proposals for increases in service charges and that the proposals for budget reductions be noted subject to the comments made by Members.
- 2) The Commission be updated on future progress of the budget as it progresses.

#### **46. RENT ARREARS QUARTERLY REPORT**

The Director of Housing submitted a quarterly progress report on Rent Arrears - July 2015 to September 2015.

It was noted that :-

- a) The cash amount owing as at 2nd October was £1,708m which was 8.8% lower than in the same quarter last year.
- b) The number of tenants in arrears was 4,883, which was 0.75% less than the same quarter last year.
- c) The number of tenants in more serious debt, (owing more than 7 weeks rent) was 1,492, some 27.7% lower than this quarter last year.
- d) For the current financial year from April '14 to March '15, c. £1.235m extra (based on latest estimates) rent will be collectable as a result of



the “bedroom tax.”

- e) £163,541 was paid by Discretionary Housing Payments (DHP’s) for all Council tenants, of which £128,136 was for those affected by the Bedroom Tax, from April to September 2015.
- f) The arrears among those affected by the Bedroom Tax had decreased by about £20k since 6th April 2014.
- g) There were 28 evictions carried out for non-payment of rent from 6th October to 2 October 2015, compared to 51 in the same period last year.

Members were pleased to see the number of evictions was down on the previous report.

Following Members questions it was reported that:-

- a) If families were evicted they were entitled under legislation to request the local authority to determine if there was duty to provide accommodation. In cases involving children there was a requirement to provide temporary accommodation until the application was investigated and determined. However, evidence suggested that many families that were evicted did not approach the Council to be housed after being evicted.
- b) Staff were being proactive in profiling tenants and were contacting single tenants to advise that they may be affected by changes in their circumstances under Universal Credit.
- c) The introduction of mandatory direct debits or credit union arrangements for new tenants from February 2016 may mitigate some of the risks for rent arrears under the new universal credit system.
- d) Officers had visited other local authorities with a profile similar to Leicester to learn examples of good practice. This identified the relationship between council’s and the Department of Works and Pensions (DWP) as a potential weakness. Consequently officers had contacted the DWP to devise protocols for sharing information where tenants’ arrears were increasing. There is a 7 week delay period for new claimants. The Council were participating in a pilot Trusted Partner Scheme whereby the tenant can get paid earlier so the Council can get the rent payments before the tenant goes into arrears.
- e) Universal Credit claimants received their first claim payment within 6-8 weeks of making their claim. Future payments were then paid on the monthly anniversary of their first payment. Universal Credit was paid monthly in arrears based upon an assessment in the last week of the monthly period. This meant that if a tenancy was cancelled in the first three weeks of the assessment period, when the assessment was

carried out in the fourth week, the DWP would not pay for the three weeks the claimant was a council tenant. Conversely, if the tenancy started in the last week of the assessment period the DWP would pay 4 weeks of payments.

AGREED:

That the Commission welcomes the reduction in rent arrears and expressed gratitude to the staff for their efforts in achieving this. The Commission also recognised the challenges to be faced in the year ahead arising from the changes arising from the introduction of the Universal Credit payments.

#### **47. MANAGEMENT OF GYPSY AND TRAVELLERS SITES (UPDATE)**

The Director of Housing submitted a report providing an update on the operation of 2 new Gypsy and Travellers' Sites at Redhill Nook and Greengate Nook and the refurbished Meynells Gorse site. The sites opened on 13 April 2015, 20 April 2015 and 15 June 2015 respectively.

It was noted that:-

- a) The Gypsy and Traveller Team consisted of 3 officers based at Meynells Gorse, but they visited the other sites on a daily basis to carry out inspections , give advice to tenants, escort contractors on sites etc.
- b) There had only been 2 terminations of tenancy since the sites had opened.
- c) The issues arising at the sites were now reducing following the initial settling in period.
- d) The multi-agency approach was producing positive changes and these were outlined in the report.
- e) Improvements in CCTV technology meant the CCTV systems in use at the sites could be redesigned which could reduce the number of cameras but maintain the same level of coverage. Should this occur, a discussion to advise residents of the actions to be taken will be undertaken in the early part of 2016.
- f) Residents had access to a central hub of advice and help from staff covering multi-agency services. Education officers were providing assistance to residents in addressing the issues in making applications for Elective Home Education.
- g) Each plot had access to an individual area in the amenity block which provided a kitchen or kitchenette, a day space and a bathroom shower facility. The amenity blocks were not designed to accommodate sleeping arrangements.

AGREED:

1. That the report be received and that the improvements made be welcomed, particularly in relation to reducing incidents of Anti-Social Behaviour.
2. That the Commission thank the staff involved for their work to achieve the improvements at the sites.
3. That arrangements be made for the Chair and Vice Chair to revisit the sites to observe the improvements that have been made to the sites.

#### **48. REVIEW OF THE LOCAL TENANCY MANAGEMENT SERVICE**

The Director of Housing submitted a report on the outcome of the Local Tenancy Management Service Review.

It was noted that:-

- a) There were no proposals to change the level of service to tenants, but there would be a better definition of the services to be provided from a local base and ways in which they could be delivered more efficiently had been identified.
- b) The location of local housing offices was still being considered as part of Transforming Neighbourhood Services Programme which had a consultation programme as it moved around the City. Details of these were outlined in the report.
- c) There would be a (organisational) staff review which was not within the scope of this Commission. Subject to staff consultation, the 6 Area Managers were to be replaced with 3 Neighbourhood Housing Managers and the tenancy management service would be managed in three areas from the summer of 2016. This internal change would not affect the decisions on area offices.
- d) While there were no proposals to reduce the level of tenancy management services, this issue would need to be considered as part of the budget setting for the next four financial years in response to the 1% rent reduction. This issue would be considered in budget reports and the Commission would be invited to comment upon proposals as part of the budget process.
- e) The proposals identified 35 tenancy management and tasks that were expected from the Local Tenancy Management Service, but here was no reduction in the range of services that would be delivered from a local base.

Following Members comments, it was noted:-

- a) That the staff consultation process would be completed by March 2016 and the new structures introduced in July/August 2016.
- b) Although the three proposed Tenancy Management Areas contained differing numbers of properties the workload and demands within each area was approximately the same. For example, the number properties requiring fire inspections were not evenly distributed between the three areas and this placed a greater burden on staff in the areas where these properties were located
- c) Staff would receive appropriate training where this was required arising from the proposals.

AGREED:

That the proposal ne noted and the Commission receive and update on the implementation of the review at the August 2016 meeting of the Commission.

#### **49. UPDATE ON COMMUNAL CLEANING**

The Director of Housing submitted an update report on improving the Communal Cleaning standard and the issues raised by the Housing Communal Cleaning Task Group which reported its findings to the Commission in March 2015. Representatives of the City Cleansing Team were present at the meeting to comment upon specific actions in response to the Task Group recommendations relating to the contractor.

It was noted that:

- a) A company had been engaged to carry out finishing works to dwellings and blocks of flats which improved the appearance and maintenance of communal areas.
- b) A programme of work for improving communal flooring areas for 2015/16 included Apollo Close, Apollo Court, Berners Street and Mercury Close. A further programme of works for communal flooring areas planned for 2016/17, subject to budget approval was detailed in the report.
- c) A programme of deep cleaning had also been carried out and details of the full list of block of flats that had received this were detailed in Appendix 3 of the report.
- d) New backpack pulse mops and micro fibre cloths had been trialled and found to reduce the volume of water used in the cleaning process which was having beneficial effects particularly in those parts of the city clean and fresh water was not readily available for cleaning purposes.

- e) The Building Cleaning Team was being remodelled to have a dedicated resource with a view to obtaining membership of the British Institute of Cleaning Services (BICSc) and all cleaners trained to the BICSc's national standards.
- f) It was expected that the operational structural changes would be complete by February 2016. It was envisaged that the tariffs and charges for cleaning would be reviewed when the current cleaning programme had been completed. Any changes would be subject to consultation.

In response to Members' questions it was stated that:-

- a) It was not intended to reduce the frequency of the cleaning programme and this would be supported by reinforcing conditions of tenancy.
- b) The current planned programme of works could take up to 5 years to complete.
- c) The dedicated cleaning resources were being increased from 2 to 3 teams and supervisors would undertake monitoring of cleaning standards with tenants.
- d) Local people were encouraged to apply for vacancies in housing teams, but the majority of cleaning vacancies were part-time.

AGREED:

- 1) That the update on the progress made on the improvements to the cleaning of the communal areas be welcomed and that officers consider the issues raised by Members above.
- 2) That a further update report on the progress with improvements and how the new equipment is operating be submitted in 6-9 months' time including feedback from residents on the works carried out to determine if the criteria has been met.
- 3) That St Austell Flats be considered for inclusion in the programme of improved works to communal floor areas and a deep clean and Rona Gardens flats also be considered for a deep clean.

## **50. SCOPING DOCUMENT FOR SHORT REVIEW OF VOIDS PERFORMANCE**

Members received the draft scoping report for a proposed short review of progress and performance relating to void times in city council housing stock.

AGREED:

that the terms of references in the scoping report be endorsed and that they be submitted to the Overview Select Committee for

approval.

**51. WORK PROGRAMME OF THE SCRUTINY COMMISSION**

The Scrutiny Support Officer submitted a document that outlined the Housing Scrutiny Commission's Work Programme for 2015/16.

AGREED:

That the programme be received and noted.

**52. CLOSE OF MEETING**

The Chair declared the meeting closed at 8.50pm

# Beaumont Leys and Abbey Ward Area Plan 2015



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# Beaumont Leys/Abbey HMA – wards and ward councillors

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## Beaumont Leys ward



Councillor  
Hemant  
Rae  
Bhatia



Councillor  
Susan  
Waddington



Councillor  
Paul Westley

## Abbey ward



Councillor  
Harshad  
Bhavsar



Councillor  
Annette  
Byrne



Councillor  
Vijay  
Singh  
Riyait



# Beaumont Leys/Abbey Ward – about the area

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- 34,468 people live in the Beaumont Leys/Abbey wards. (10.5% of the City's population) making it a relatively small ward in population terms. There are 13,821 households. However, the area is relatively large in terms of its area, covering 1,469 hectares, a fifth of the City's area. Due to its relatively large area and small population, it has a relatively low population density, with 23.45 persons per hectare, compared with 44.99 persons per hectare for the City.
- There are 3,444 LCC homes in the area, of which 56 are HomeCome homes.
- Following the 2015 ward revisions Abbey Ward is now larger than it was, and the area now takes in the Avebury Avenue/Jean Drive area of the City.

# Beaumont Leys/Abbey Ward - ethnicity/English proficiency

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## **Beaumont Leys/Abbey Residents ethnicity (2011 census)**

- Beaumont Leys/Abbey Ward has a relatively large white population, 64.4% compared with 51% for the City. It also has a larger black population than is the case for the City, 9.3% compared to 6.2% for the City.
- Beaumont Leys/Abbey Ward has a relatively low population of residents of Asian origin, 20% compared with 37% for the City.

## **Beaumont Leys/Abbey: LCC tenants' ethnicity (LCC Housing records, 2015)**

- A relatively high proportion of LCC tenants in Beaumont Leys/Abbey (as a % of those who provided data) are Black (African/Caribbean & Black Other) - 19.5, compared with 11.9% for the City

## **Proficiency in English (all residents)**

A relatively small proportion of Beaumont Leys/Abbey Ward residents cannot speak English well/at all – 3.8% compared with 7.5% for the City.

## Beaumont Leys/Abbey Ward – household type

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- Beaumont Leys/Abbey Ward contains a higher proportion of lone parent families than is the case for the City as a whole – 12.8% compared to 9.8% for the City.
- Beaumont Leys/Abbey Ward has a relatively small proportion 'all student households' – 0.3% compared with 2.3% for the City.

# Beaumont Leys/Abbey Ward – CLG 2010

## Indicies of Multiple Deprivation

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- Almost half of this area ranks as being in the 10% most deprived in England.
- With an average deprivation score of 38.2, this is the second most deprived area in the City (after Braunstone).
- The HomeFarm Close area is in the 1% most deprived in England.
- There are a few relatively non-deprived areas, including Glebelands Road, around Glebelands Primary School (Beaumont Leys) and Stoneleigh Way/Courtenay Rd (off Anstney Lane) – Abbey Ward

# Beaumont Leys/Abbey Ward – Fuel Poverty (DECC, 2013)

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- The latest (2014) DECC fuel poverty report found that Leicester has the highest proportion of households experiencing fuel poverty of any authority in the country.
- 10.9% of households in Beaumont Leys/Abbey Ward are experiencing fuel poverty, which is a lower proportion than for the City where 16.6% of households are experiencing fuel poverty.
- This Ward has the lowest proportion of households experiencing fuel poverty of any of the Ward's in Leicester, however it is still marginally higher than the national percentage – 10.4%.
- Most of the households experiencing fuel poverty in this Ward are living on the LCC housing estates, although the % of these lower super output areas are in the middle range, rather than the highest brackets.
- The areas of private sector housing around the estates are in the lowest fuel poverty categories.

# Beaumont Leys/Abbey Ward – unemployment (census)

**% of persons aged 16-74 unemployed**



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- Beaumont Leys/Abbey Ward workforce experiences higher unemployment in all categories, except that relating to older workers.
- Almost 3% of its workforce are long term unemployed compared to 2.5% for the City.
- In Beaumont Leys ward, 25% of households with dependent children have no adult in employment - a quarter of all households (compared to 20.8% for the City).



# Beaumont Leys/Abbey Ward– life expectancy (2013, Office of National Statistics)

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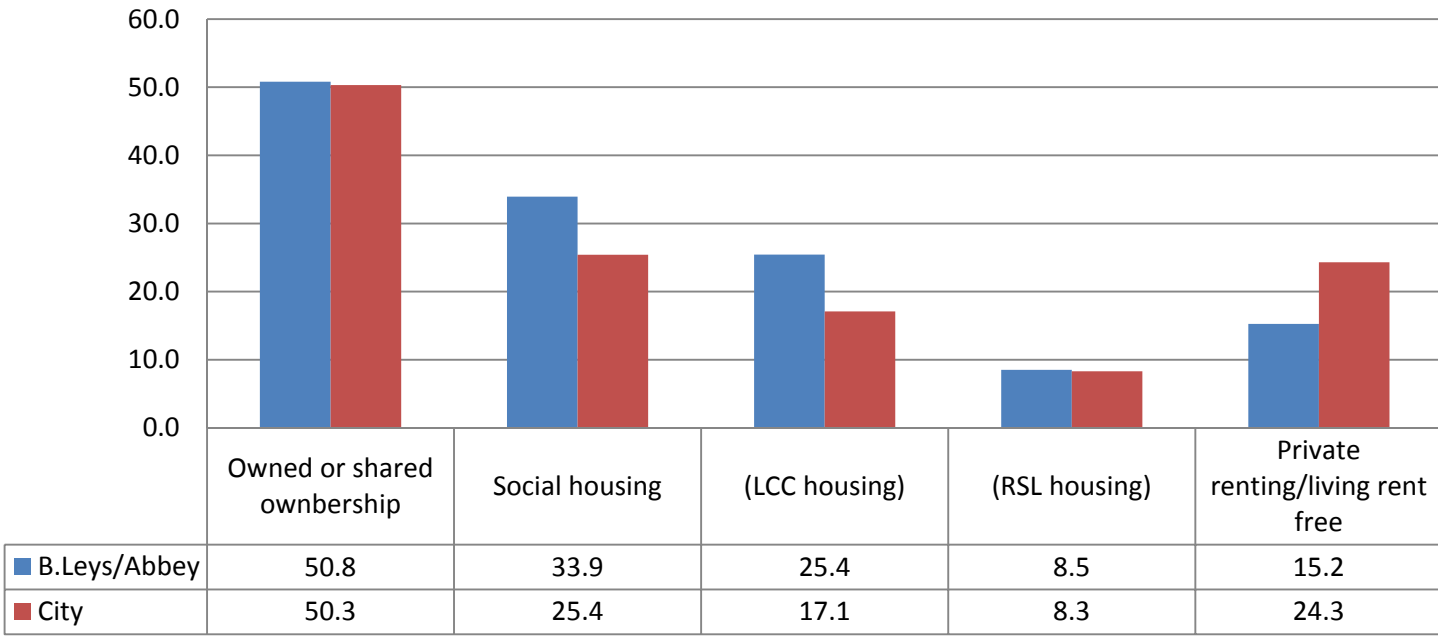
Ward Name	Male life expectancy	Female life expectancy
Abbey	76	83
Beaumont Leys	76.4	82.2
<b>Leicester City</b>	77.2	81.9
<b>Leicestershire County</b>	80.2	84.1
<b>East Midlands</b>	79.3	83.0
<b>England</b>	79.4	83.1

- Both Beaumont Leys wards and Abbey wards have a lower life expectancy for men than any other comparators.
- Women's life expectancy is better than that for the City for both wards and close to what is expected for the country as a whole.

# Beaumont Leys/Abbey Ward - tenure

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Tenure - % of all households



- Beaumont Leys/Abbey Ward has a much larger proportion of its households in LCC homes than is the case for the City.
- This Ward also has a relatively small proportion of its households living in private rented housing.





# Beaumont Leys/Abbey Ward – LCC stock profile

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## **Bedrooms** (inc HomeCome):

- Beaumont Leys has a similar bedrooms profile to the City, but with fewer one bed homes (30.8 compared to 33.8) and a larger proportion of 2 bed homes - 27.1 compared to 24.1 for the City.

## **Property types:**

- A relatively large proportion of its stock is flats - 37.7% compared to 24.6% for the City (39.9% and 27.2% inc flat cottages).
- A smaller proportion of its stock are bungalows (5.3% compared to 12.9% for the City)
- It has relatively few maisonettes (0.4% of its stock, compared to 7.3% for the City)

## Beaumont Leys/Abbey Ward – LCC excess beds/under occupation (LCC housing records, 2015)

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Number of excess bedrooms	Beaumont Leys/Abbey	City
1	266	
2+	51	
<b>Grand Total</b>	<b>317</b>	<b>1,866</b>
Beaumont Leys/Abbey HMA % of the City	17.0	

- There are 317 LCC households classified as having ‘excess bedrooms’ in the Beaumont Leys/Abbey Wards – (17% of all under occupying households).
- Relatively few of the households under occupying in this area have 2+ excess bedrooms – 51 households (16.1% compared to 21.0% for the City as a whole).

# Lets in Beaumont Leys and Mowmacre

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## **1.4.14 – 31.3.15**

270 lets; 171 flats, 70 houses, 14 bungalows, 7 bedsits, 5 cottage flats, 3 maisonettes

Average void period – 49.6 days

## **1.4.15 to 31.12.15**

155 lets; 106 flats, 40 houses, 4 cottage flats, 3 bungalows

Average void period 47.1 days

## Beaumont Leys – HRA Capital Programme

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<b>PROJECT</b>	<b>COST</b>	
Boiler Replacements	£748,816	No current figures
UPVC Door Replacement only	£4,200	3 properties
Electrical Improvements	£740,772	231 properties
Kitchens and Bathrooms Improvements	£787,779	65 properties
Re-Roofing	£352,405	58 properties
<b>Programme Total for Beaumont Leys</b>	<b>- £2,633,972</b>	

# Key achievements for 2014 / 15

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- Responsive repairs – outstanding/out category jobs reduced from 1190 in April 2014 to 262 at 4 August 2015.
- Improvements to shopping parades.

**Before**



**After**



# Key achievements for 2014 / 15

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- Landscape work to improve the appearance of the estates.

**Before**



**After**



# Key achievements for 2014 / 15

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**In progress**



**After**



# Key achievements for 2014 / 15

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Play area/outdoor gym on Langley Avenue.





# Environmental improvements 2014 /15

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Removal of concrete window boxes, repair to entrances to blocks and painting of blocks on Thurcaston Road, Abbey Lane and Langley Avenue.

**Before**



**After**



# Environmental improvements 2014 /15

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**Before**



**After**



30

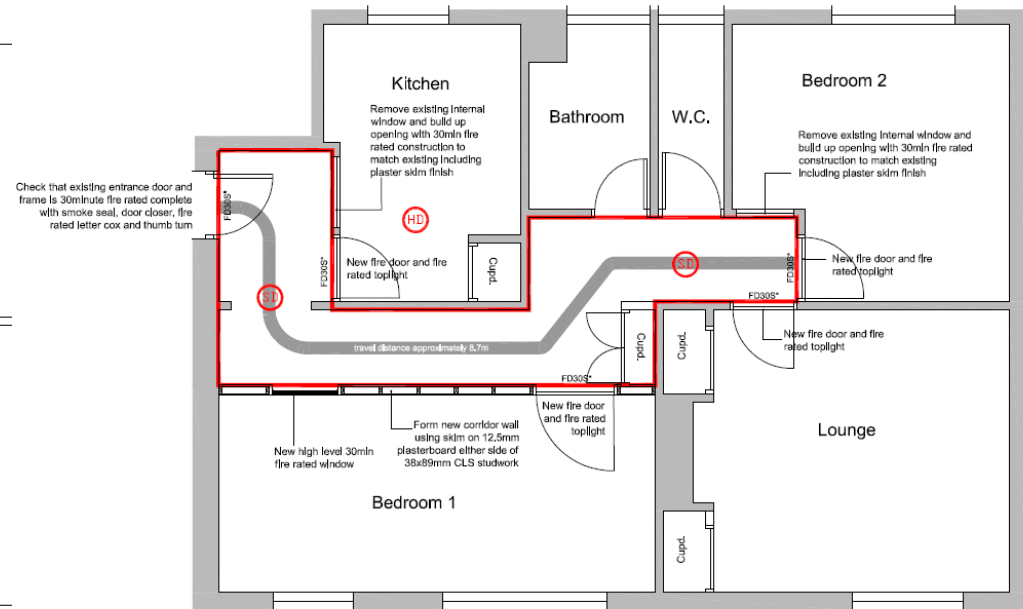
# Challenges

## Remodelling of inner rooms in Mowmacre flats

31



Existing floor plan



Proposed floor plan

# Inner rooms

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- 173 inner rooms across the city but majority in Mowmacre
- Pilot undertaken on conversion of 2 bed flat; approx. cost £4,500. £3,000 estimated for 1 bed with 1 – 2 weeks to complete necessary work
- Total cost for all in region of £550,00 (inc. disturbance allowance, void loss, BB)
- Technical Services and Management preparing a paper about costs and options

# Further Potential Consideration for the Environmental Works Budget

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Recovering of old render on blocks of flats in Portmore Close and Calder Road area and improving external environment.

33



# Further Potential Consideration for the Environmental Works Budget

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- Creating new external bin stores and remodelling of the area.



# Further Potential consideration for the Environmental Works Budget

- Replacement of bin store doors – around 35 in total – costings being obtained

35



# Further Potential Consideration for the Environmental Works Budget

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- Continue with Ground improvements on the estates
- Majority of garages on Abbey Rise are in a desperate need of repair – possible programme
- Renewing of worst floors in blocks of flats
- Blitz cleaning of communal areas
- Work on identifying funding to create a play area/outdoor gym on Castle Park(near Bluegates Rd)
- Continue to meet local residents and Ward Councillors aspirations



## Rent Arrears Progress Report

October 2015 to December 2015

Housing Scrutiny Commission: 4<sup>th</sup> February 2016

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Assistant Mayor for Housing : Cllr Andy Connelly  
Lead Director : Ann Branson

## Useful information

Ward(s) affected: ALL

Report author: Vijay Desor, Mike Watson

Author contact details: [Vijay.desor@leicester.gov.uk](mailto:Vijay.desor@leicester.gov.uk) Ext 37 5177

Report version number: 2.2

### 1. PURPOSE OF REPORT

- 1.1 To inform the Housing Scrutiny Commission of progress in the above area of work on a quarterly basis, as requested.

### 2. SUMMARY

- 2.1 This report covers the period from the 5<sup>th</sup> October 2015 to the 1<sup>st</sup> January 2016.
- 2.2 The cash amount owing as at 1<sup>st</sup> January was £1.129m, this is **13.1% lower** than the same quarter last year – see 3.1, table 1.
- 2.3 The number of tenants in arrears is 2,645, which is **30.7% less** than the same quarter last year – see 3.5, Table 2.
- 2.4 The number of tenants in more serious debt, (owing more than 7 weeks rent) is 1,839, some 13.73% **higher** than this quarter last year.
- 2.5 For the current financial year from April '15 to March '16, c. £1.218m extra (based on latest estimates) rent will be collectable as a result of the "bedroom tax." See 3.12 below.
- 2.6 £217,554 was paid by Discretionary Housing Payments (DHP's) for all Council tenants, of which £164,349 was for those affected by the Bedroom Tax, from April to December 2015.
- 2.7 The arrears among those affected by the Bedroom Tax have decreased by about £44k since 6<sup>th</sup> April 2015.

### 3. REPORT

#### Rent Arrears

- 3.1 Rent arrears at the end of the second quarter (2nd October) of 2015 and previous financial years were:

Table 1. Quarterly Arrears

Financial year	Arrears at end of Quarter 3
2011 / 12 Q.3 (Oct to Dec)	£ 1,032,325
2012 / 13 Q.3 (Oct to Dec)	£ 1,084,656
2013 / 14 Q.3 (Oct to Dec)	£ 1,322,406
2014 / 15 Q.3 (Oct to Dec)	£ 1,300,041
2015 / 16 Q.3 (Oct to Dec)	<b>£ 1,129,210</b>

(N.B. Depending on calendar variations, week 26 or 27 figures have been used to provide consistent comparisons)

- 3.2 There is a clear seasonal trend for rent arrears to increase in the first part of the year, falling rapidly towards the latter part of the financial year. The rent collection figures for Leicester remain good in comparison with other authorities.
- 3.3 Rents rose by 2.2% on average in April 2015. The decrease in the arrears between December 2014 and December 2015 is 13.14%, compared to a decrease of 0.83% from December 2013 and December 2014. This is a significant improvement.

#### Number of Cases

- 3.4 After removing monthly payers (i.e. Direct Debits, Wage Stops, Arrears Direct (DWP), Bank Standing Orders) the number of tenants with rent arrears is shown in table 2. below:

Table 2. Breakdown of Arrears Cases

Date	Owing 2 Weeks or more Net	Owing 7 Weeks or more Net **
Quarter 3 (Oct to Dec) (2011/12)	4,007	1,351
Quarter 3 (Oct to Dec) (2012/13)	3,473	1,210
Quarter 3 (Oct to Dec) (2013/14)	3,204	1,117
Quarter 3 (Oct to Dec) (2014/15)	3,816	1,617
Quarter 3 (Oct to Dec) (2015/16)	<b>2,645</b>	<b>1,839</b>

N.B. Where no net rent is payable (i.e. on full benefit), full rent has been used as a default value to calculate number of weeks owing).

*\*\* Those owing 7 weeks or more rent are included within the figure for owing 2 weeks or more.*

- 3.5 The number of cases in arrears **decreased by 30.69%** over the previous year's figure for quarter 3. The number of more serious cases **increased by 13.72%**. There is a lot of variability in these figures.

## Arrears per Tenancy

3.6 The total arrears divided by the total number of tenancies are shown in table 3. below:

Table 3. Average debt

Date	Average Debt
Quarter 3 (2011/12) (Oct to Dec)	£47.45
Quarter 3 (2012/13) (Oct to Dec)	£50.08
Quarter 3 (2013/14) (Oct to Dec)	£61.85
Quarter 3 (2014/15) (Oct to Dec)	£61.02
Quarter 3 (2015/16) (Oct to Dec)	<b>£53.35</b>

3.7 This figure reflects the decrease in the actual rent arrears given in 3.1. This is the best performance since 2012 financial year, despite the economic problems.

## Highest 10% of Debt (by value)

3.8 Table 4. Below shows the highest 10% of arrears cases:

Date	No.Cases	Highest Case	Lowest Case	Average	Total Value
Quarter 3 (2011/12)	754	£ 2,727	£ 298	£ 517	£ 486,272
Quarter 3 (2012/13)	771	£ 2,986	£ 368	£ 618	£ 476,810
Quarter 3 (2013/14)	754	£ 3,378	£ 452	£ 727	£ 563,234
Quarter 3 (2014/15)	930	£3,790	£389	£659	£613,811
<b>Quarter 3 (2015/16)</b>	<b>716</b>	<b>£3,195</b>	<b>£438</b>	<b>£675</b>	<b>£483,808</b>

3.9 This shows that the highest arrears cases have **decreased in total value by 21.18%** since last year, in line with the fall in actual arrears. Again, this is a marked improvement. However, the **average arrears in this band has risen by 2.42%, as has the value of the lowest case, by 12.60%**. The value of the highest case has fallen, as has the total number of cases, **down by 23.01%**, similar to the drop in arrears.

## Rent Arrears Comparison with 2014/15

3.10 Rent arrears have decreased across the year to date. They are £1,129,210 less than at the same point last year.

3.11 Appendix 1 shows the detailed comparison of rent arrears this year with the last financial year.

## Impact of the Bedroom Tax

- 3.12 On the 1<sup>st</sup> January 2015, 1,747, or 8.25% (21,166) of our tenants were affected by the bedroom tax. The estimated extra rent collectable for 2015/16 is £1.218m for the full financial year.
- 3.13 From the 1,861 cases that were identified at the start of this financial year, by 1<sup>st</sup> January 2016 the number of active cases had reduced to 1,747. This is because the numbers affected are constantly changing as people come out of the bedroom tax, and new cases arise, due to changes in household composition or financial circumstances.
- 3.14 **Further facts:**
- 91 tenancies affected by Bedroom Tax had terminated from 1<sup>st</sup> April 2015 to 1<sup>st</sup> January 2016. Of these, 14 had completed mutual exchanges and 23 were transfers through the housing register. 7 of the Mutual Exchanges, and all moves through the register, resulted in downsizing.
  - By week 39, for those affected by the bedroom tax, the number in arrears had fallen to 46.5% (813 out of 1747) since the start of the year. In week 1 this was 60.0%, so the number of affected tenants in arrears has decreased by 13.5% in the first two quarters.
  - From April 2015 to January 2016, a total of £164,349 of Discretionary Housing Payments had been received on behalf of Council tenants affected by the Bedroom Tax.
  - The arrears among those affected by the Bedroom Tax have decreased by £44,324 since the start of April 2015.
  - These numbers will continue to change as the situation evolves.

## Impact of Benefit Income Cap (BIC)

- 3.15 An estimated 50 LCC tenants were affected by the BIC as at 1<sup>st</sup> January 2016. The average loss of Housing Benefits for this group is £45 per week. The changes have been phased in as cases are identified by DWP.
- 3.16 Projecting from this quarter up until the year end, this would equate to an extra collectable rent of about **£112k** over the whole year.

## **Evictions**

- 3.17 There were 40 evictions carried out for non-payment of rent from the 6<sup>th</sup> April 2015 to the 1<sup>st</sup> January 2016. At the same point in the previous year this figure was 78.
- 3.18 Of the 40 evictions, 10 were family cases and 30 were single people.
- 3.19 There were 5 evictions affected to some degree by Bedroom Tax issues.
- 3.20 Single people were 3 times as likely to be evicted as families.
- 3.21 Only one in seven of the evictions were affected in some way by the impact of Welfare Reforms. Bedroom Tax and BIC cases account for about 10% of all tenants, but roughly 14% of eviction cases. The majority of evictions, along with the majority of the rent debt, occurred among the 90% of tenants NOT directly affected by Welfare Reforms.
- 3.22 Of those evicted between October and December 2015, none sought help with rehousing from the Housing Options & Homeless services.

## **4. Benchmarking**

- 4.1 Appendix 2 shows Leicester's position compared with similar sized (15k to 30k properties) stock-owning Authorities in England. This was compiled by the Department for Communities and Local Government in July last year, and published in December.
- 4.2 The comparison shown was made on the percentage of the total collectable rent that was actually owing on the date the information was taken. Low is good.
- 4.3 As can be seen, Leicester performed very well indeed, being second only to Wolverhampton among those Authorities that had supplied information.

## 5. Universal Credit Implementation

5.1 Universal Credit is being rolled out for single, childless claimants of working age in Leicester from the end of January 2016. The Income Management Team have been working to identify and prepare potentially affected tenants for this. The timeline for the communications strategy is shown below:

➤ <b>10/12/2015</b>	Income Management Team (IMT) to contact known singles by phone / letter / home visit to introduce Universal Credit and educate people on the key elements of Universal Credit
➤ <b>10/12/2015</b>	Leaflet distribution to tenants with everyday rent arrears letters. Will also be made available at libraries / Area Housing Offices / Customer Service Centres / Tenants Associations / Community Centres / Social Welfare Advice Partnership meetings
➤ <b>14/12/2015</b>	Universal Credit poster's to be put up at flat entrances / libraries / Area Housing Offices / Customer Service Centres / Tenants Associations / Community Centres / Social Welfare Advice Partnership meetings
➤ <b>14/12/2015</b>	The use of postcards will begin. These will be used ad-hoc when trying to achieve contact with tenant following an unsuccessful phone/home visit contact
➤ <b>10/12/2015</b>	The advertising of our open days. We will be sending invitation slips with letter's to known singles and putting up poster's at Area Housing Offices / Community Centres / Libraries informing them about when and where they can attend an open day
➤ <b>05/01/2016</b> (See timetable)	Open days at Area Housing Offices / Community Centres / Libraries - Opportunity for tenants to talk to staff about Universal Credit.

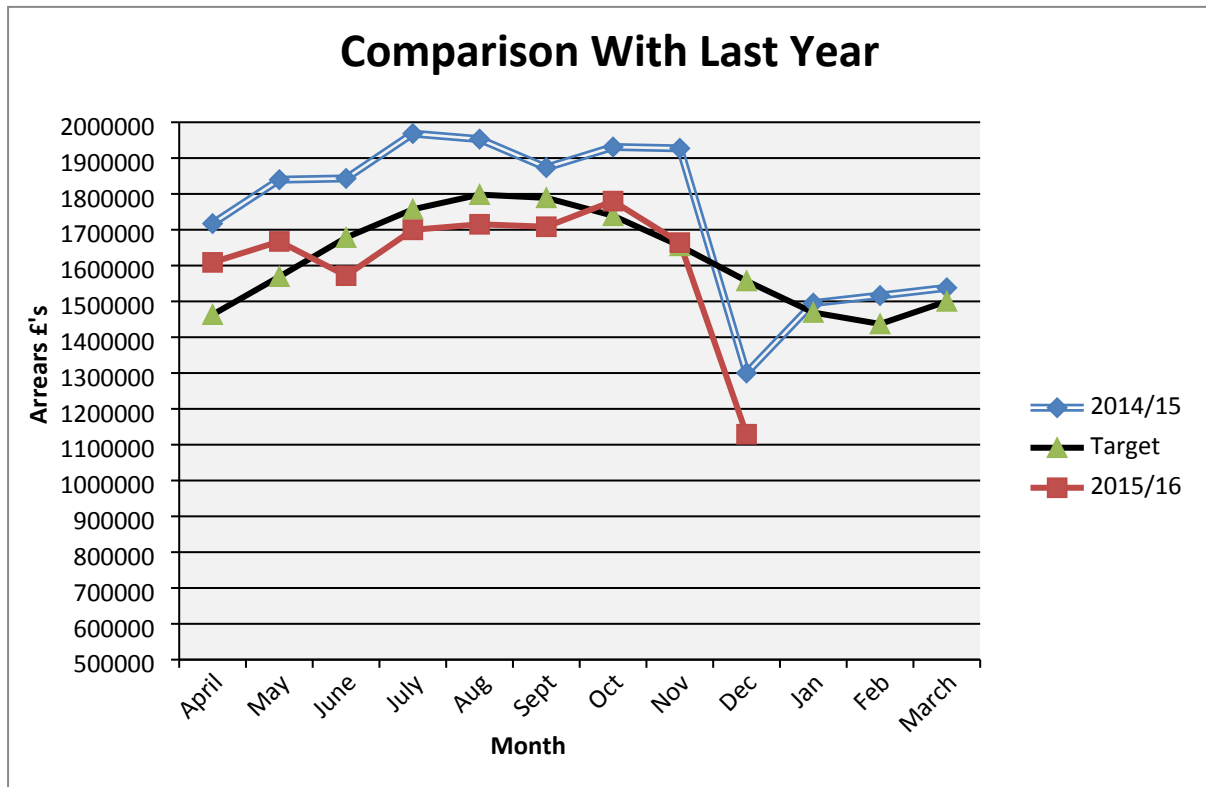
5.2 The use of Mandatory Direct Debits or Credit Union Rent payment Accounts is being implemented from the 1<sup>st</sup> February 2016. This will involve more pre-tenancy work to prepare prospective tenants for their rent responsibilities, and all letters & literature from point of a Housing Application onwards are being amended to inform people of the changes.

**5. REPORT AUTHORS**

- 5.1 Vijay Desor, Head of Service, tel.37 5177  
Mike Watson, Income Collection Manager, tel.39 5550



## Appendix 1 Rent Arrears Comparison With Last Year



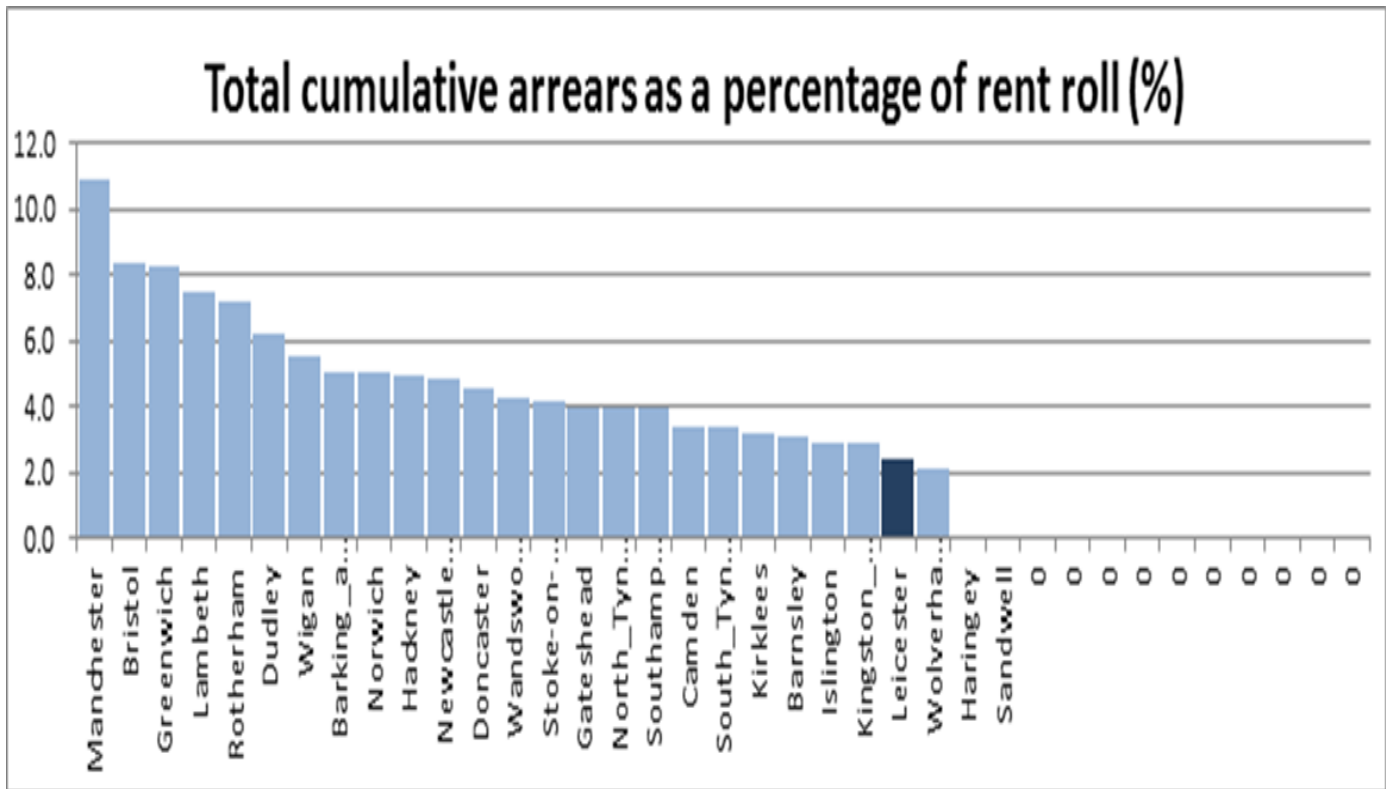
## GLOSSARY

Gross annual rent. This is the total amount due on a property over the course of a year. E.g. if the average rent is £78, times 22,000 properties, times 50 payable weeks = approximately £86m.

Collectable rent – the gross annual rent, plus the carried forward arrears, less Housing Benefit payments, less void loss or any other miscellaneous income. E.g. £86m (gross rent), plus £1.3m arrears, minus £50m Housing Benefit, minus £2m void loss, less £250k miscellaneous income, EQUALS £35.05m actual cash to be collected from tenants.

The percentage of rent collected shown is based on the proportion of gross rent, less void loss and miscellaneous income that has been received. HB received is included in this calculation, as is the arrears carried forward. This figure is used for comparative purposes only.

Poly. (Polynomial) – a statistical function used to generate a curved target line that reflects the established annual trend.



## Housing Scrutiny Commission

Commission Meeting 4<sup>th</sup> February 2016

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# Empty Homes Strategy

Assistant Mayor for Housing: Cllr Andy Connelly

Lead director: Ann Branson

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**City Mayor**

## Useful information

- Ward(s) affected: All
- Report author: Simon Nicholls
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version number: V.3

### 1. Summary

- 1.1 The purpose of this report is to inform the Housing Scrutiny Commission of the Housing Divisions intention to submit a bid to the ServiceTransformation Fund to increase the number of Empty Homes Officer to reduce the backlog of long term empty homes.

### 2. Recommendations

- 2.1 To note the officers' actions.

### 3. Supporting information including options considered:

- 3.1 There are currently a total of 4677 private sector empty homes city wide.
- 3.2 Private sector empty homes blight their neighbourhoods, attract anti-social behaviour and reduce the number of available properties on the rental and sale market.
- 3.3 When an empty home is bought back into use the council receive a New Homes Bonus from the Government equal to 6 years council tax.
- 3.4 Private sector empty homes are dealt with as follows:
  - After a house has been empty for 6 months a letter is generated by council tax and the owner asked to confirm the properties current status. This is just the general churn of properties that are empty due to a variety of reasons, being sold, inherited etc.
  - The Housing Division have an Empty Homes Strategy that target homes that have been empty for longer than 18 months. (Appendix A.) The current total is 1164.
  - A 20 stage process is followed which is centred on contacting the home owner and assisting them to bring the property into use themselves by offering support and advice. The majority of empty homes are bought back into use by stage 1a of the procedure which is monitoring after the Stage 1 letter has been sent.
  - If a home cannot be bought back into use with the consent of the owners then the Housing Division will apply for a compulsory purchase order (CPO).
- 3.5 Over the last 2 years the Empty Homes Team has received 28 new empty homes cases to deal with every month, they have a working caseload of 1164 properties

(including misinformation, non-priority housing and 2<sup>nd</sup> homes) and on average over the last 5 years have returned 227 empty homes back into use every year. (19 per month).

- 3.6 There are currently 2 permanent full time Empty Homes Officers. In addition we have a graduate for 11 months (ends June 2016) and one of the job share posts has been increased to full time for 11 months (ends August 16) which is helping to temporarily increase the number of empty homes bought back into use.
- 3.7 The number of Empty Homes Officers has been increased in the past and this has resulted in an increase in the number of empty homes bought back into use, however this temporary increase has never been sufficient to reduce the backlog completely.
- 3.8 The number of additional Empty Homes Officers needed to deal with the backlog is 4; they will be required for 3 years.
- 3.9 An increase in the number of Empty Homes Officers will increase the number of cases referred to Legal Services and therefore their workload.
- 3.10 To fund these temporary posts a bid will be submitted to the Service Transformation fund which will include the cost of the additional Empty Homes Officers and an amount for the increase in legal work.
- 3.11 Bids to the Service Transformation Fund are considered by the Chief Operating Officer who will take the following into account:
  - a. That the money is spent in ways which enable services to reduce cost, or to more quickly reduce cost than would otherwise have been the case: or to support budget reviews of services:
  - b. The fund can be spent on revenue or capital expenditure:
  - c. The maximum amount which can be committed to any one project is £1m, without seeking a further decision from the City Mayor.

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

4.1 The Housing Scrutiny Commission have considered the issues surrounding private sector empty homes on a number of occasions.

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

##### 5.1 Financial implications – Peter Coles, Principal Accountant

5.1.1 The cost of an Empty Homes Officer including salary on costs is £34k a year. Four officers would cost £136k a year, therefore the cost over 3 years would be £408k. There is currently no budget to fund the temporary posts.

5.1.2 If the officers are successful at increasing the number of long term empty homes brought back in use the Empty Homes Bonus paid to the council each year will

increase. It is difficult to be precise about the increase in bonus, any increase will reduce the net cost to council.

## 5.2 Legal implications

5.2.1 The Council has powers to acquire land and property for housing purposes (including the use of compulsory purchase powers) pursuant to s.17 of the Housing Act 195 (as amended). As outlined in the report, the Council's approach to dealing with empty homes is contained in and is in accordance with the Council's Empty Homes Strategy originally adopted in 1995 as updated, and in accordance with national policy on empty homes. With regard to compulsory purchase, these are undertaken in accordance with the Empty Homes Strategy and wider Government policy on compulsory acquisition, in particular updated Guidance issued by the Department for Communities and Local Government published in October 2015.

John McIvor, Legal Services, ext. 37-1409

### 5.2.2. Employment Law Implications

There are no employment implications arising out of the recruitment of fixed term employees other than fixed term employees should not be treated less favourably than permanent employees because they have fixed term contracts. This includes, but is not limited to, their entitlement to access training and be considered for promotions, their treatment in redundancy situations and access to the pension scheme.

Hayley McDade  
Solicitor

## 5.3 Climate Change and Carbon Reduction implications

None sought

## 5.4 Equalities Implications

None sought

## **6. Background information and other papers:**

See No.7 below

## **7. Summary of appendices:**

## Appendix A, Empty Homes Strategy Report

**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)?**

Yes

**9. Is this a “key decision”?**

See No.10.

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

**In determining whether it is a key decision you will need consider if it is likely:**

- to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates?
- to be significant in terms of its effects on communities living or working *in two or more wards in the City*.

Expenditure or savings will be regarded as significant if:

- (a) In the case of additional recurrent revenue expenditure, it is not included in the approved revenue budget, and would cost in excess of £0.5m p.a.;
- (b) In the case of reductions in recurrent revenue expenditure, the provision is not included in the approved revenue budget, and savings of over £0.5m p.a. would be achieved;
- (c) In the case of one off or capital expenditure, spending of over £1m is to be committed on a scheme that has not been specifically authorised by Council.

In deciding whether a decision is significant you need to take into account:

- Whether the decision may incur a significant social, economic or environmental risk.
- The likely extent of the impact of the decision both within and outside of the City.
- The extent to which the decision is likely to result in substantial public interest.
- The existence of significant communities of interest that cannot be defined spatially.



HOUSING COMMITTEE

7<sup>th</sup> NOVEMBER 1995

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CITY WIDE EMPTY HOMES STRATEGY

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REPORT OF THE DIRECTOR OF HOUSING

1. **SUMMARY**

- 1.1 This report describes the various initiatives available to bring vacant homes in the private sector back into use. It outlines the success to date of the initiatives in meeting the housing need of certain categories of homelessness in the city. The issues that arise from this method of meeting housing need are also reviewed.
- 1.2 The report also highlights the need to integrate the use of these initiatives into a strategic city wide approach to bring empty properties in the private sector back into use; complementing and expanding upon the city's success in addressing private sector vacancies in renewal areas and controlling void rates in its own stock.

2. **RECOMMENDATIONS**

It is recommended that:

- 2.1 Committee approves the development of an Empty Homes Strategy as outlined in this report with particular reference to the use of the council tax database as outlined in paragraph 7.4.
- 2.2 Committee is updated on the development of the strategy in 6 months time as recommend in paragraph 9.7 of this report.

3. **FINANCIAL IMPLICATIONS**

- 3.1 The costs of setting up and administering the Private Sector Leasing scheme are offset against bed and breakfast costs.
- 3.2 There is no cost to the City for housing association Shortlife initiatives. Indeed, the more properties that can be identified the more funding that can be brought into the City via the Housing Corporation Approved Development Programme.

4. **UNITARY STATUS IMPLICATIONS**

Unitary status could be helpful in aiding access to any vacant County Council properties and bringing them back into use under the Empty Homes Strategy



## Report to Housing Scrutiny Commission

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### **Responsive Housing Repairs: Update Report**

Housing Scrutiny Commission: 4<sup>th</sup> February 2016

Lead director: Ann Branson

Lead Assistant Mayor : Councillor Connelly

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**City Mayor**

## **Useful information**

- Ward(s) affected: All
- Report author: Chris Burgin, Head of Service
- Author contact details: Ext 37 5143
- Report version number: v 1

### **1. Purpose of report**

- 1.1 The purpose of this report is to provide an update on the Division's performance on the completion of responsive repairs to council properties.
- 1.2 The report will also provide an update about the implementation of service changes reported to the Housing Scrutiny commission and agreed by the Executive in November 2014.

### **2. Summary**

- 2.1 Since the introduction of this project repairs performance has significantly improved. All key performance indicators for this project have improved. (See Appendix 1)
- 2.2 As at November 2015 a total of 350 jobs remain outstanding and out of category. This has fallen from 8,825 outstanding in March 2013 when we first reported to the Housing Scrutiny commission about this project. This achievement is very close to meeting the commitment given by Councillor Connelly and Management at the August 2014 Housing Scrutiny commission meeting.
- 2.3 Tenant complaints about the repairs service have matched the significant reduction in outstanding jobs and these have also fallen down to only 0.58% of all repairs undertaken in November 2015.
- 2.4 Service changes proposed to tenants and the Housing Scrutiny commission in 2014 and agreed by the Executive in November 2014 have been introduced in 2015.
- 2.5 Staffing and structural changes required to improve and make the service more effective are currently in progress linked to the Housing Transformation staffing review that started in December 2015.

### **3. Responsive Repairs Performance**

- 3.1 Four key indicators evaluate the success of the repairs service. These are;
  - Percentage of Day to Day repairs carried out within target time
  - Number of Repairs which are outstanding and out of category
  - Percentage of repairs completed on first visit
  - Percentage of repairs which lead to a complaint

More detailed performance information against each is set out in 3.2 to 3.5 of this report.

### **3.2 Percentage of Day to Day repairs carried out within target time**

Over 90% of repairs in November have been completed within target time bringing the year to date performance to 86.3%. This continues to improve towards the target of 95%.

### **3.3 Number of Repairs which are outstanding and out of category**

Tenants set the target of 4,000 jobs outstanding and out of category, this was revised by the Director and Assistant Mayor to no jobs outstanding and out of category by the end of March 2015.

We have come close to successfully achieving this target with 350 jobs now remaining outstanding and out of category in responsive repairs. A breakdown by area is provided in Appendix 2.

The oldest repair jobs are 4 months old. When we first reported to Housing Scrutiny the oldest job was in excess of 13 months old.

This indicator has been the primary focus for staff working on responsive repairs. It affects all other key performance indicators.

### **3.4 Percentage of repairs completed on first visit**

Performance throughout 2014-15 has generally been better than for 2013-14. The year end performance for 2014-15 was 81.8% of jobs completed at first visit. This does not meet the target of 90%. To date in 2015-16 the year to date performance has improved to 82.6%

A number of operational challenges exist around reaching this target. There are primarily being addressed as part of the wider structure changes in 2016, with some continuing to be challenged within the Responsive repairs project. The key areas that will significantly improve performance in this area include;

- Review of van stocks
- Amended functional roles of Craft Operatives
- Amendment to the length of appointment times for different trades
- Operational procedure changes (including pursuing in day access to properties)
- Changes to the way we manage failed access
- More robust in day management of repairs
- Ownership of jobs by craft operatives
- In day capacity of operatives to focus upon completion

### **3.5 Percentage of repairs which lead to a complaint**

Tenants complaints about the repairs service have matched the significant reduction in outstanding jobs and these have also fallen from 1,544 (1.3% of all repairs) in the financial year 2012-13.

The target set for 2014-15 was below 1%. The year-end performance was better at 0.95%. The year to date performance at November 2015 is currently 0.58% which is a further improvement and reduction in complaints.

#### **4. Service Changes**

4.1 The Executive agreed four key service changes in November 2014 after consideration by our tenants and the Housing Scrutiny Commission. These are;

- Improved communications with tenants
- Increase the range of small repair jobs that are the tenants responsibility
- To provide the normal repairs service between Monday and Friday 8am - 4pm
- Reclassify repairs and their timescales

An update on progress is provided in this report from 4.2 to 4.5.

#### **4.2 Communication**

Introduction of online reporting, tenants selecting appointments for jobs and satisfaction monitoring are subject to the implementation of the new Housing IT solution Northgate. The planned introduction date for this solution is January 2016. Development of the repairs functionality will then commence after this later in 2016.

#### **4.3 Tenant Responsibilities**

The revised range of small jobs repairs that are a tenant responsibility was introduced on the 15<sup>th</sup> December 2014.

4.3.1 Since this date this change has been monitored and reviewed twice. This led to the re-introduction of the repair and maintenance of sealed bathroom light units following feedback from our Tenants Forum. A final review took place in November 2015 which identified no further issues with this service change.

#### **4.4 Repairs Service Hours**

In order to introduce a change to the repairs service hours the business is required to make a number of operational changes including changes to craft employment terms and conditions. This work is underway and subject to staff consultation, implementation is expected Summer 2016.

#### **4.5 Reclassifying Repairs and timescales**

This approved change was introduced successfully on the 30<sup>th</sup> April 2015. This change has enabled the operational service to prioritise emergency and routine repairs ahead of batched repairs which are commonly external repairs. This change has supported and aided the key performance indicators.

#### **5. Responsive and Planned Repairs Improvement Project update**

5.1 The focus of this Project since last reporting to the commission in August 2014 has been to deliver on the commitments to tenants and the commission to meet the existing service offer and have no district responsive repair jobs outside of

this service offer. The service has made significant strides towards achieving this.

- 5.2 Other changes are linked to the transition from our current IT system 'Open Housing' to the new IT system 'Northgate'. This change will be the basis for further planned improvements to the responsive repairs service over the next 18 months and are critical to improving services for tenants specifically improving communication with tenants and flexibility around appointments..
- 5.3 Corporately, vehicle trackers have been introduced to Leicester City Council fleet and this has included Repairs fleet vehicles. Staff within the Repairs service have been involved in this implementation and are working to introduce it as an effective tool to make best use of Housing fleet vehicles, reduce expenditure on fleet and fuel and reduce repairs and maintenance of the fleet.

## **6. Next Steps**

- 6.1 The Responsive and Planned Repairs projects is part of the Housing Transformation Programme.( to implement the Housing Revenue Account Spending Review) The Housing Director reported to the commission in February 2015 about this programme and in December 2015 reported to the Commission on the HRA Budget.
- 6.2 The Director is currently carrying out an internal staffing review that will help address and improve a number of core operating challenges and aid performance in areas such as the amount of work completed on first visit ((3.4). Alongside this work will be undertaken to change current working methods and operating processes.
- 6.3 A number of ongoing service and operational improvements continue. These are focussed around, improving our operating processes to speed up our services to tenants, capturing tenant satisfaction electronically upon job completion to help us respond in a more timely way when things do not go right and enhancing communications around materials deliveries to homes so our tenants understand what is happening all the time in the repairs process. We also continue to challenge our fleet usage to make sure we are using it effectively and challenge our supply and delivery of materials to the Housing Service as part of a review under the Corporate Technical Services Review.

## **9. Background information and other papers:**

- Executive report 13<sup>th</sup> November 2012 (Annual Homes Check and Repair).
- Housing Scrutiny Commission Report 10<sup>th</sup> December 2013 (Housing Repairs Improvement Programme Progress Report).
- Equality Impact Assessment for repairs service offer reduction and change in service hours.

**10. Summary of appendices:**

- Appendix 1 – Project key Performance Indicators
- Appendix 2 - Number of Repairs which are outstanding and out of Category by Area

**11. Is this a “key decision”?**

No

## Appendix 1 – Key Performance Indicators

Previous Years Performance				Target	Last Months Performance
Measure	2012-13	2013-14	2014-15		November 2015
Percentage of Day-to-Day Repairs Carried out within target time	75.3%	70.7%	71.4%	95%	90.6%
Number of Repairs which are outstanding and out of category	8,825	6,959	1,413	0	350
Percentage of Repairs Completed on First Visit	80.7%	73.8%	81.8%	90%	84.6%
Number of Repairs Related Complaints	1,544	1,378	1,106	n/a	51
Percentage of Repairs which lead to a complaint	1.3%	1.29%	0.95%	1.00%	0.58%

## Appendix 2 – Number of Repairs which are outstanding and out of Category by Area

### PERFORMANCE BY PATCH 2015-16

	April	May	June	July	August	September	October	November	December	January	February	March
<b>P1</b>	<b>Braunstone</b>											
Count	73	79	55	30	25	31	22	11				
<b>P2</b>	<b>Centre</b>											
Count	83	99	53	63	62	55	54	36				
<b>P3</b>	<b>New Parks</b>											
Count	9	23	8	8	4	26	21	4				
<b>P4</b>	<b>Saffron &amp; Eyres Monsell</b>											
Count	20	17	25	36	40	48	66	39				
<b>P5</b>	<b>Humberstone &amp; Rowllatts Hill</b>											
Count	47	37	72	49	68	118	45	5				
<b>P6</b>	<b>Beaumont Leys &amp; Mowmacre</b>											
Count	21	28	73	53	43	58	56	34				



## Housing Scrutiny Commission

Commission Meeting 4<sup>th</sup> February 2016

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### Monitoring the Homelessness Strategy (18 months)

Assistant Mayor for Housing: Cllr Andy Connelly

Lead director : Ann Branson

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**City Mayor**

**Useful information**

- Ward(s) affected: ALL
- Report author: Martin Clewlow, (Head of Service), Caroline Carpendale, (Service Manager).
- Author contact details: 0116 454 (37) 5128
- Report version number: V1.4

## **1. Purpose of Report**

- 1.1 Executive seeks the comments of the Housing Scrutiny Commission on the first 18 months of the Homelessness Strategy being fully implemented.

## **2. Summary**

- 2.1 In September the Scrutiny Commission considered a report on the impact of the Homelessness Strategy after 12 months. The report described progress with prevention work, a reduction in rough sleeping and some reduction in repeat homelessness. It confirmed that the closure of bed spaces did not mean that current demand could not be met.

### **2.2 This report considers**

- 2.2.1 Operational data for the full 18 months since the implementation of the Single Access and Referral Service in April 2014.
- 2.2.2 Lessons learnt from the first 18 months since the implementation of the Single Access and Referral Service.
- 2.2.3 All data is now directly comparable with the previous year to enable us to monitor and compare trends and any emerging needs.
- 2.2.4 The overall demand for services from people facing homelessness has increased, however successful prevention work has increased in line with the additional demand. (see Appendices 1A & 1B)
- 2.2.5 The combination of more evictions within the Private Sector, less private sector accommodation being available as an alternative housing option and a reduced number of council lets against a rise in the numbers on the housing register is a cause for concern. (see paragraph 2.10)
- 2.2.6 The access to telephone advice for customers has improved following the integration of the Housing Options calls with Customer Services. There has been more calls handled and a 64% increase (19,535 to 32,081) in the numbers of calls received due to longer opening hours and a more dedicated call centre approach.
- 2.2.7 The need to use bed and breakfast for families peaked in Quarter 1 of this year but has now fallen to nearer the 2014/15 levels.
- 2.2.8 The first 6 months of this year has seen a reduction in singles and couples needing temporary accommodation (See Appendix 3B). However the numbers of single people and couples presenting for help and assistance when facing homelessness has increased by 10% from 339 to 373. (see Appendix 1B)
- 2.2.9 The number of very entrenched repeat homeless cases (four or more stays or rough sleeping) has reduced: 118 as at April 2012 and 58 as at

end of September 2015.

- 2.2.10 Despite the increase in the number of those found rough sleeping over the summer months, the numbers that have met Category J, who were considered to be in immediate or a high risk of rough sleeping in the first two quarters of 2015/16 has reduced from 34% (194) for 2014/15 to 20% (78) of our hostel placements. (see Appendix 8)
- 2.2.11 Work continues in conjunction with the Police to manage the people who the public view as rough sleepers, but are actually beggars who do have somewhere to live or who have refused all offers of assistance (see paragraph 2.24)
- 2.2.12 The new initiatives of Housing First, an extended Revolving Door Service, changes to the Allocation Policy and having an officer at the Bradgate Mental Health Unit are all proving successful (see paragraph 2.29)
- 2.2.13 Occupancy levels across both internal and commissioned bed spaces remains high at 96% (see Appendices 9 and 10)

## **Conclusion**

- 2.3 The overall conclusion is that the progress reported in September is being sustained and the reduction of bed spaces prior to the implementation of the current strategy has not meant that demand cannot be met.
- 2.4 If new initiatives further reduce repeat homelessness and average length of stay, less hostel spaces for single people may be needed.
- 2.5 Reducing the number of single hostel spaces before we are confident or not of the success of the new initiatives runs the risk of more rough sleeping

## **Recommendations**

It is recommended that:

- 2.6 There is no change to the current strategy at this time due to the continued increase of those requesting assistance when facing homelessness.
- 2.7 The Scrutiny Commission receives a further report in July 2016 after 2 full years of implementation including a review of whether a reduction in the number of hostel bed spaces is a viable option at that time.

## **3. Report**

### **Housing Advice and Homelessness Prevention**

- 3.1 Housing Options have two main functions. They manage and maintain the Housing Register and provide housing advice and assistance to anyone who may be facing homelessness with the aim of prevention.
- 3.2 As at 30 September 2015 there were 10486 applicants (11% increase) on the Housing Register (9461 as at 1 April 2015). The number of families on the Housing register has risen from 5280 to 5809 (10% increase) in the first two quarters of 2015/16. The number of families rehoused in the same period is 403 (1562 families rehoused in the past 18 months).

- 3.3 The number of single people and couples on the Housing Register has also risen from 4181 to 4677 (12% increase). The number of singles rehoused in the period April – September 2015 is 391 (1411 singles rehoused in the past 18 months).
- 3.4 Comparing the number of lettings from the Housing Register for the six months (01/04/2015 – 30/09/2015) against the same period last year, there has been a 16% decrease, from 940 to 794 people rehoused.
- 3.5 The number of families rehoused in the period April – September 2015 is 403 (1562 families rehoused in the past 18 months). The number of singles rehoused in the same period is 391 (1411 singles rehoused in the past 18 months).
- 3.6 249 (31%) of all lettings were for the prevention of homelessness or to households who became homeless. Over the 18 month period there has been 833 lettings (28%) for the prevention of homelessness.
- 3.7 The Housing Options Service is now established in York House. The Customer Service Centre provides a triage service for those making an initial contact wanting to see Housing Options. All crisis presentations (those who are saying they are homeless on the day) are referred to the Housing Options Service to be seen for immediate, specialist advice and assistance. Customer Services also refer anyone who may be facing homelessness for early intervention and the more complex issues arising from Housing Register enquiries. A further initiative has been introduced whereby Housing Options surgeries are now held at the Dawn Centre Drop In Service to meet with the most chaotic service users to provide homelessness, housing advice and assistance.
- 3.8 The number of calls handled from the 1<sup>st</sup> April 2015 to 30<sup>th</sup> September 2015 for the Housing Options Service was 32,081. 22,604 were basic housing register enquiries, with a further 9477 calls where the customer required more detailed advice and assistance. 4497 calls needed to be transferred to the Emergency On-Call Team in Housing Options as they needed urgent specialist advice.
- 3.9 The demand for the homelessness services provided by Housing Options in the period April – September 2015 saw 1301 households (572 families, 729 singles and couples) asking for help saying that they were facing homelessness. The figures for the 18 month period are 3464 households (1546 families, and 1918 singles and couples). Comparing the first 6 months of 2014/15 to the first 6 months of 2015/16, there was 893 in 2014/15 compared to 1301 (46% increase) in 2015/16. (See Appendices 1A and 1B)
- 3.10 The main reason for the increase in demand has been due to more evictions within the Private Sector. Landlords can achieve higher rental income than what is covered by the local housing allowance rates (housing benefit). This is achieved by landlords not renewing existing tenancy agreements and evicting their tenants. We have also had a significant drop in the number of properties that we have been able to secure under rent deposit initiatives due to the same reason. This coupled with the reduced number of council lets against a rise in the numbers on the housing register is forcing households into homelessness and placing increased pressure on homelessness services. (see Appendix 5)

3.11 The prevention of homelessness remains the main aim and objective for the Service and despite the increase in numbers presenting for help the success rate for prevention has remained the same. We prevent homelessness by either sustaining the present accommodation (see Appendix 4) or by providing an alternative housing option (see Appendix 5). The reasons for customers seeking assistance remain consistent. They include termination of assured shorthold tenancies, fleeing domestic violence, required to leave National Asylum Support Service accommodation following a positive decision on their asylum application, and asked to leave by friends and relatives.

3.12 We are starting to feel the impact of welfare reform changes with more customers seeking help for affordability issues specifically in the private rented sector.

3.13 The most successful means of prevention remain:

- Resolving Housing Benefit problems
- Resolving rent or service charge arrears in the social or private rented sector
- Providing initial advice and assistance to enable someone to remain in accommodation in the private or social rented sector.
- Mediation using external or internal family mediators
- Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private rented sector
- Conciliation including home visits for family/friend threatened exclusions
- Debt Advice

### **Family homelessness**

3.14 In the period April – September 2015, 572 families sought assistance when facing homelessness compared with 406 families for the same period last year, this is a 40% increase. For the 18 month period there were 1546 families.(see Appendix 1A)

3.15 142 families needed to go into temporary accommodation (through the Single Access and Referral Service, in Housing Options) in the period April – September 2015 compared to 113 families for the same period last year, this is a 25% increase. For the 18 month period there have been 383 families needing temporary accommodation. The emphasis on prevention of family homelessness continues with admissions to a hostel or bed and breakfast being a last resort. (see Appendix 2).

3.16 Unfortunately the prevention of homelessness is not possible in all cases due to the presenting problem and the Housing Options Service is the safety net for cases such as those fleeing domestic violence or other forms of harassment and unlawful evictions. Early interventions are key in managing this process and reduces the need for families having to enter temporary accommodation.

3.17 The rise in the use of bed and breakfast accommodation for families highlighted in the 12 month report continued into quarter 1 of this year with a peak of 44 families needing to be accommodated. This provoked contingency arrangements

to manage this which has successfully seen the number reduced to 19 in quarter 2. This represents a 57% reduction and is nearer to the 2014/15 levels.

- 3.18 This was primarily achieved by the use of Housing First to place those families who have no support needs and were homeless through no fault of their own directly into accommodation either in the private sector or a social housing let. This has been positively received as it helps the family return to a settled lifestyle without the need to enter temporary accommodation.
- 3.19 There is no repeat family homelessness as all who are rehoused as a result of being homeless are offered floating support to help them sustain their new accommodation, and the Family Support Service continues to work with those most in need.

### **Working with repeat single homeless and rough sleepers**

- 3.20 In the period April – September 2015, 729 single people or couples sought assistance when facing homelessness compared to 487 for the same period last year, this is a 49% increase. For the 18 month period there were 1918 singles and couples. (See Appendix 1B)
- 3.21 There continues to be a number of people in the city at any one time whose lifestyle has led to them finding it very hard and sometimes impossible to manage and sustain a home. They become entrenched in a cycle of sleeping on friend's sofas, returning to family who then cannot cope, going into prison or mental health hospitals, coming in and out of homeless hostels and sometimes, but by no means in all cases, rough sleeping.
- 3.22 The homelessness services do not believe anyone's behaviour is completely intractable, but it can become entrenched and difficult to address.
- 3.23 In recognition of this the Strategy includes

- **Monitoring of all repeat homelessness.**

In the 18 months period (April 2014 – September 2015) 308 (29%) of the single people who came into Council hostels had experienced at least two previous stays in hostel accommodation. In contrast the Council sees no repeat family homelessness. This is a reduction (from 37%) of the proportion identified prior to adopting the new Homelessness Strategy ( See Appendix 3A)

There have been 27 evictions from council accommodation in the in the first two quarters of 2015/16 (19 singles/childless couples and 8 families). Only 2 of the single people sought assistance after eviction (repeats) and were subsequently placed in a hostel. None of the families have approached the Options Service for further help yet.

- **The Repeat Homeless list** is used to target multi-agency work with those with the most entrenched homelessness lifestyle. It lists as a snapshot, those people receiving Council funded homelessness services that have been in hostels four or more times in the last two years or who repeatedly sleep rough.

Since the list was compiled in April 2012 there have been 256 individuals who met this criterion. The number fluctuates as people join and leave the list.

From April 2012 to Sept 30<sup>th</sup> 2015 111 individuals have been helped into a settled lifestyle. At the end of September 2015 the number on the list was 58. Multi-agency casework with the people on the list is discussed at meetings chaired by the City Council's Revolving Door Team and supported by the City Council's Rough Sleepers Outreach Team, The Dawn Centre, Housing Options and external services. Support is focused on trying to secure long term sustainable housing for these individuals.

- The realignment of staffing resources means we can now provide more intensive support and work with people who have had 3 or more stays in hostels to further break the cycle of repeat homelessness.
  - In 2015/16 for the first 2 quarters, the Outreach Team has recorded 103 individuals as rough sleeping. This was due to a significant increase over the summer months for which there was no single reason attributed to the rise in numbers. The numbers have now reduced and are more in line with 2014/15 levels. We believe that there is no one who rough sleeps because we do not have a bed space to offer with the exception of those persons from abroad that are ineligible for housing assistance and refuse to be reconnected to their country of origin. (See Appendix 6)
- 3.24 Ongoing work with the Police and the Drug and Alcohol Team continues to highlight again that many people who the public view as rough sleepers are actually beggars who do have somewhere to live. At the end of September 2015 there were 15 individuals identified as prolific beggars, out of which 12 had somewhere to stay: one was in a hostel, four in supported housing, four had tenancies, and three were living with family and friends. The Police are actively targeting beggars, where appropriate issuing warning letters and Community Protection Notices.
- 3.25 Work continues to reduce those that have repeat stays in hostels by looking at alternative solutions and providing the intensive support to a wider number of individuals who represent to services. .

### **Adopting new ways of working within the current Strategy**

- 3.26 The implementation of some of the principles of the 'Housing First' model as described in the previous report are already proving to be an effective tool to prevent homelessness for those cases who are facing homelessness but their only need is accommodation (no support needs identified) or to provide other alternative solutions for the most entrenched cases where the hostel environment is not conducive with addressing lifestyle issues to break the cycle of homelessness.
- 3.27 To date 32 families have been assisted using this model and 16 singles. All of these cases would have been placed in temporary accommodation if this initiative had not been used.

3.28 The success of this pilot has been a major contributory factor to the significant reduction in the use of bed and breakfast for family cases.

3.29 The following changes have now been made within our internal processes

- Working more intensively with all service users who return to the hostels after a previous stay.
- The “Revolving Door” Service now works with all service users who return for a 3<sup>rd</sup> time.
- Analysing the reasons why single people who come into hostels do not resolve their underlying housing problems and return. This includes looking at how we keep in touch with those most likely to return and encouraging people not to leave their temporary accommodation abruptly with no clear plan and if they return focussing on their previous stay and what and why it went wrong. This is part of meeting the Strategy’s aim to avoid crisis and reduce repeat homelessness presentations.
- The change to the Allocation Policy for the rehousing with rent arrears was fully implemented on 10<sup>th</sup> August 2015. This has removed the most significant barrier for people in temporary accommodation who are ready and need to move on into an independent tenancy.
- The average wait to achieve an offer of 2 bed accommodation from the Housing Register has increased to 11 months. Therefore households who are threatened with homelessness who are awarded priority to reflect their insecure accommodation have little chance of achieving an offer to prevent them becoming homeless. Due to this shortage, it has been agreed with Housing Benefits and endorsed by the Assistant Mayor for Housing that Discretionary Hardship Payments are used to support the shortfall in rents due to bedroom tax rules. This means that any case that is benefit dependent who have 2 children of the opposite sex, 8 years and over can be rehoused into 3 bedroom houses to relieve the demand for two bedroom accommodation
- Implementation of a revised and improved joint assessment between Housing and Children’s Services to provide protection for any 16/17 year old faced with homelessness.
- Reviewing the co-ordination and joint working with mental health and drug and alcohol services with the Directors of Public Health & Adult Social Care and working collaboratively with partners across the city to implement and embrace the theme of ‘Making Every Adult Matter’.
- The successful pilot of a Housing Options Officer being based at the Bradgate Mental Health Unit to work with patients who are well enough to leave hospital and to prevent any delayed transfer of care. This is a joint initiative between the City and County to manage discharges from hospital for those who have no accommodation to return to or their current accommodation is no longer suitable. This has now been extended to a full-time post and funded by the NHS with the likely outcome that it will be mainstreamed. This initiative is also now being piloted at the Leicester Royal Infirmary.



## **Supply and demand for temporary accommodation for single people and childless couples**

- 3.30 In confirmation of what was reported after 12 months data, the 18 months data shows that the level of temporary accommodation, under the current eligibility criteria is still felt to be broadly sufficient to meet demand. Work continues to assess the balance of provision between specialist and general provision for single people. (See Appendix 3A)
- 3.31 Officers believe that due to the significant increase in both families and singles approaching for help when facing homelessness any further reduction in provision would mean greater use of bed and breakfast for cases where the Council has a duty to the person (all families, some singles) and the risk of more rough sleeping. .
- 3.32 Category J is for those “rough sleeping or considered to be in immediate and high risk of rough sleeping” (see Appendix 8). This is the most difficult category for Housing Option Officers to assess at the point of request. The numbers that have met Category J in the first two quarters of 2015/16 has reduced from 34% (194) for 2014/15 to 20% (78) of our hostel placements. Officers are starting to use Housing First and have received further training to enable better and more detailed assessments on the day.
- 3.33 Out of the 94 people assessed as at risk of rough sleeping in the first two quarters of 2015/16, we were unable to accommodate 16. Of these only 3 went on to rough sleep and one refused the temporary accommodation offered. (see Appendix 8).
- 3.34 Occupancy rates across all internal and externally commissioned bed spaces remains high at 96% (see Appendices 9 and 10). This is calculated on a nightly basis across each quarter and broken down by client group.

### **Day Centres (The Y Support Service and Centre Project)**

- 3.35 The Y Support Service which is based within the Dawn Centre is grant funded to see up to 60 clients a day on a drop in basis. For those people identified as being in need of support, but not receiving this from other agencies, the service will produce personal development plans with them. Between April 2014 and September 2015 the Y Support Service worked with 90 people to develop such plans of which 88 cases resulted in greater independence for the client. The Y Support Service is regularly reviewed and is achieving good outputs
- 3.36 The Centre Project is less formal, but is felt to be a useful project for working with those at risk of homelessness.

### **Employment Project (LeicestershireCares)**

- 3.37 Leicestershire Care is grant funded to deliver a support programme to 40 people per year which aims to strengthen employment opportunities for those who are in temporary accommodation or those in the process of resettlement with a history of, or at greater risk of homelessness.

- 3.38 Between April 2014 and September 2015 83 referrals were made to the project of which 7 people failed to engage with the support offered. Of the 76 engaging with the project, 49 finished the programme during the period, all having completed an initial interview, support plan and/or needs assessment associated with their employment skills and work readiness. Almost all engaged in further activities, including training, education, work placements and/or paid employment. At the end of September 2015, 27 continued to receive ongoing support.

### **Befriending Project**

- 3.39 This is a new voluntary sector project created in recognition of the need to address loneliness and isolation. One Roof, Leicester, which is a consortium of faith groups from across the City is the provider of the service in Leicester. The Project has only just been established therefore it is too early to report on outcomes.

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

### **4.1 Financial implications – Peter Coles - Principal Accountant - Ext 374077**

4.1.1 There are no financial implications arising from this report.

### **4.2 Legal implications – Jeremy Rainbow – Principal Lawyer (Litigation) – Ext 371435**

4.2.1 There are no specific legal obligations arising from this report.

### **4.3 Climate Change and Carbon Reduction implications**

4.3.1 None at present

### **4.4 Equalities Implications**

4.4.1 This report is not proposing any changes in Strategy or policy. All changes are designed to better help those who face homelessness, which include many with protected characteristics.

## **5. Background information and other papers:**

Monitoring Homeless Strategy (12 months) Report to Executive – 13<sup>th</sup> August 2015

Monitoring Homeless Strategy (9 months) Report to Executive – 10<sup>th</sup> March 2015

University of York Centre for Housing Policy – Housing First in England:

An evaluation of nine services. February 2015

Homeless Spending Review Report to Executive 30 September 2014

**6. Summary of appendices: titles and numbering to be updated.**

- Appendix 1A: Numbers of Families requesting Assistance and numbers where homelessness prevented.
- Appendix 1B: Numbers of Singles and Couples requesting Assistance and numbers where homelessness prevented Homelessness
- Appendix 2: Homeless Family Households needing Temporary Accommodation 01/04/14 – 30/09/15.
- Appendix 3A: Singles, Couples & Others requesting Temporary Accommodation from 01/04/14 to 30/09/15 (Pie Chart)
- Appendix 3B: Homelessness: Singles & Couples 01/04/14 – 30/09/15.
- Appendix 4: Prevention (ALL households) by Sustainment.
- Appendix 5: Prevention (ALL households) by Rehousing.
- Appendix 6: Number of Individual Rough Sleepers
- Appendix 7: Current eligibility criteria for offer of emergency or temporary accommodation
- Appendix 8: Supply and demand for temporary accommodation for single people meeting Category J criteria (rough sleeping or risk of rough sleeping) 01/04/14 – 30/09/15 (18 months).
- Appendix 9: Temporary Accommodation - Occupancy Rates as % Available Units by Client Group, April 2014 - September 2015
- Appendix 10: Temporary Accommodation - Total Cumulative Utilisation, April 2014 - September 2015

**7. 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)?**

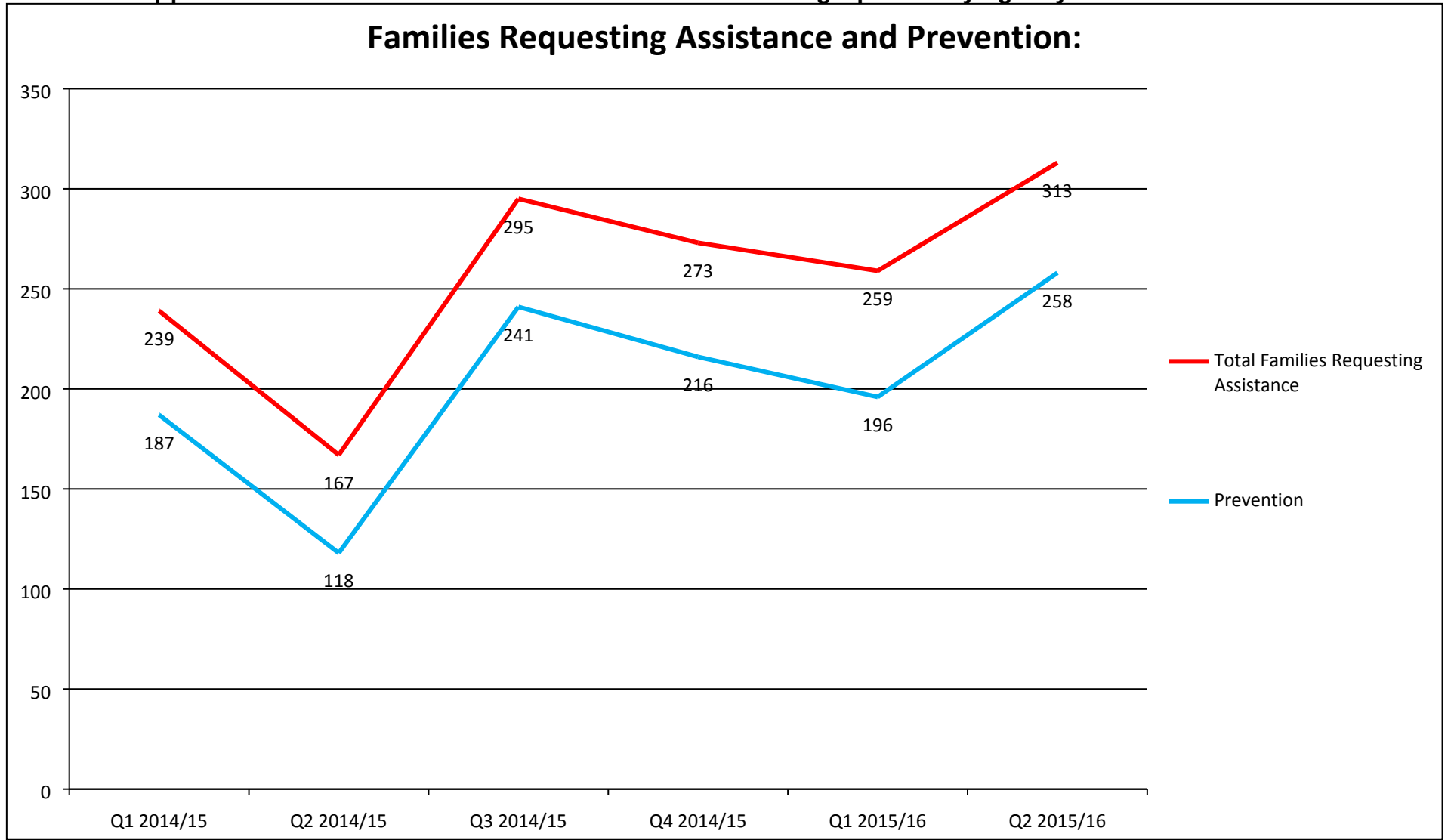
No

**8. Is this a “key decision”?**

No

Appendix 1A: The number of Families who came to Housing Options saying they faced homelessness

### Families Requesting Assistance and Prevention:

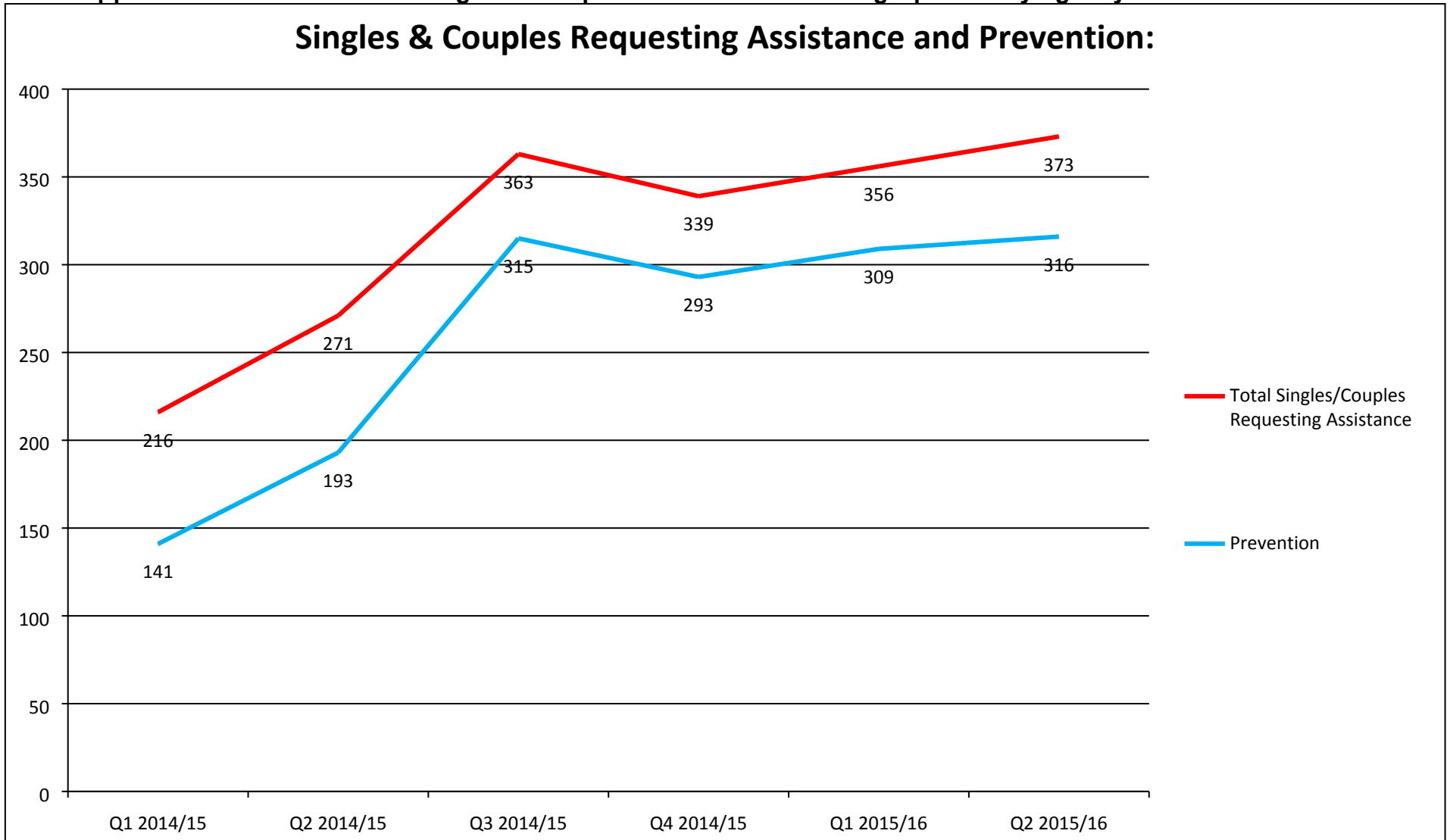


72

Appendix 1B: The number of Singles & Couples who came to Housing Options saying they faced homelessness

### Singles & Couples Requesting Assistance and Prevention:

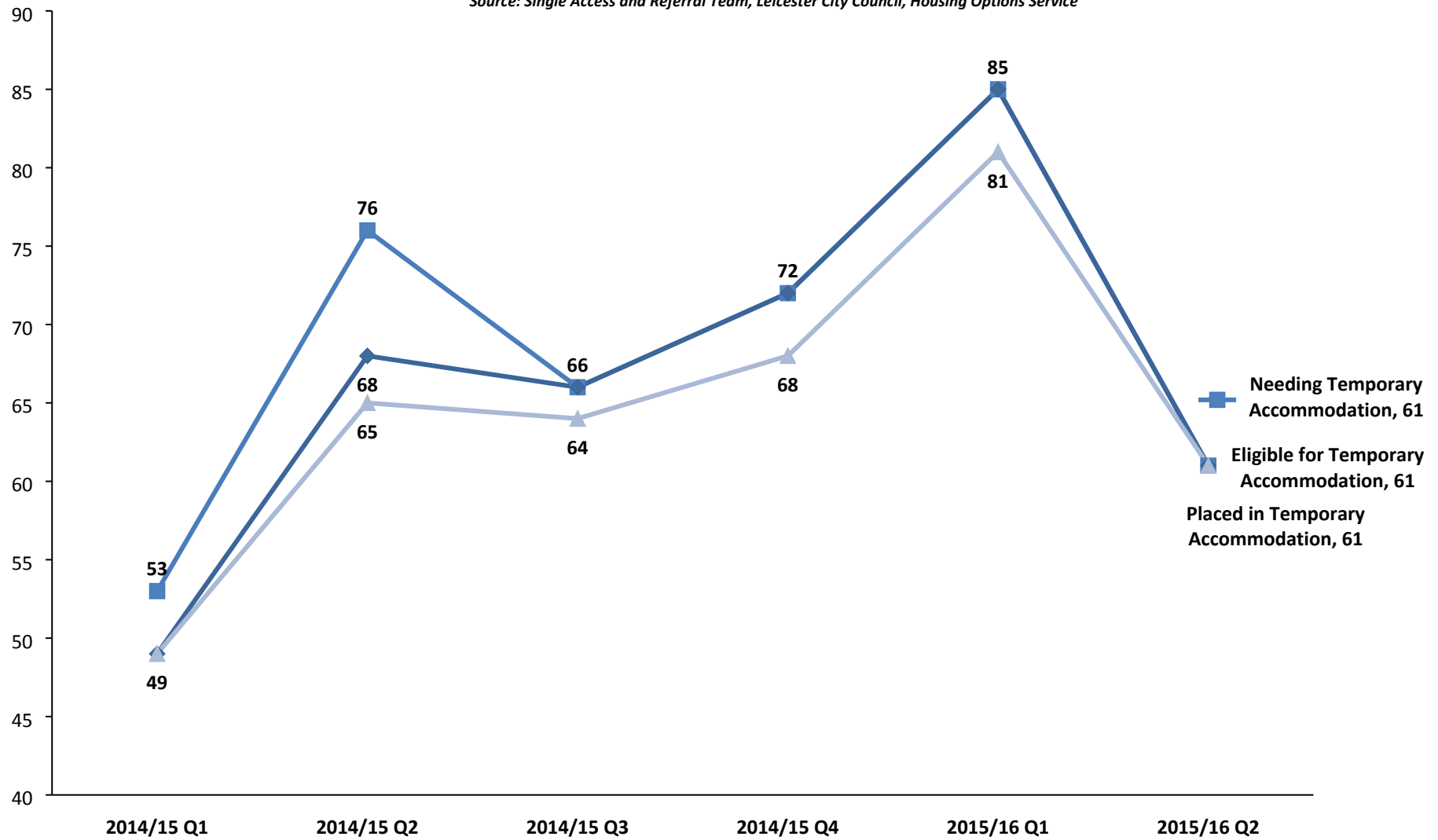
73



## Appendix 2: Homeless Family Households Needing Temporary Accommodation 1st April 2014- 30th September 2015

Source: Single Access and Referral Team, Leicester City Council, Housing Options Service

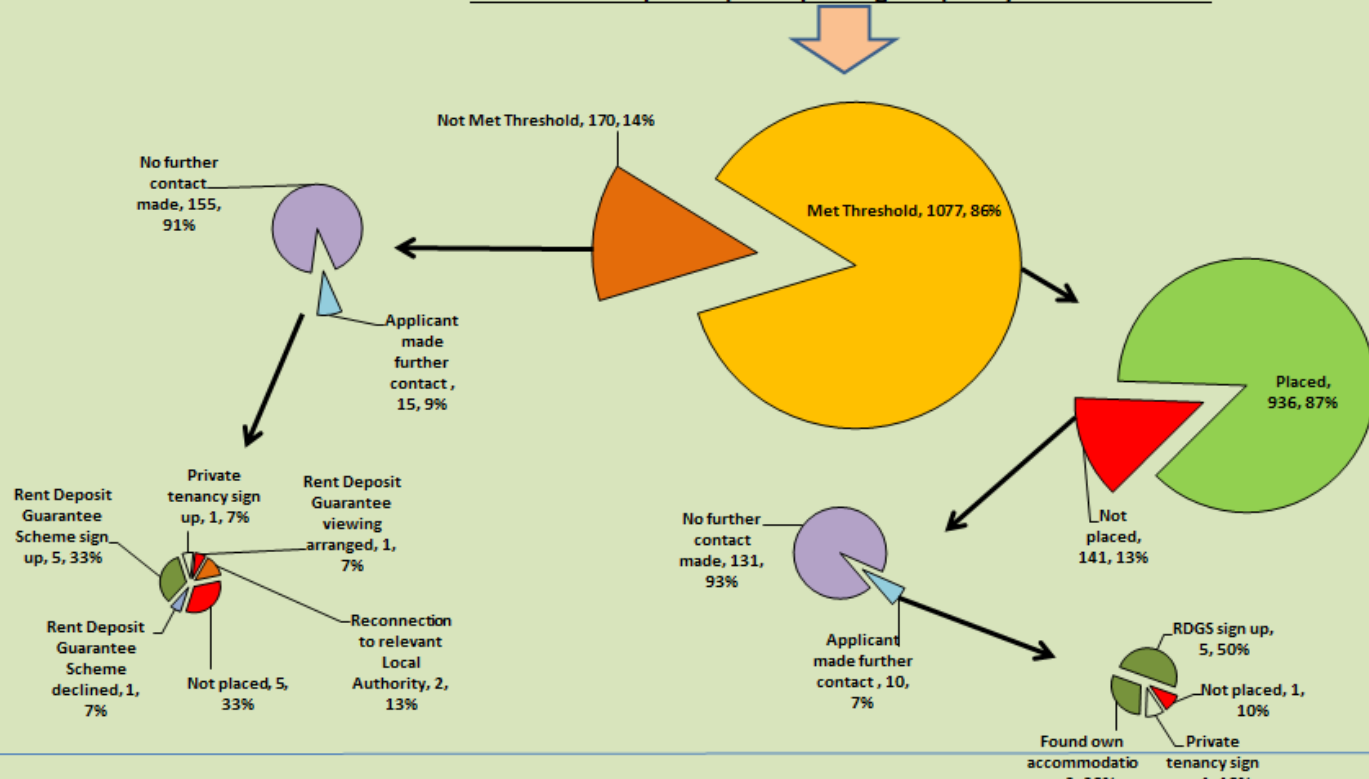
74



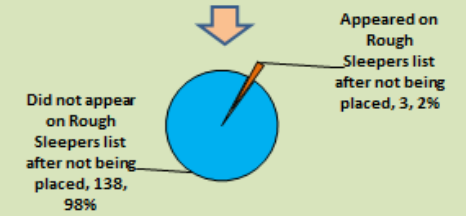
# Singles, Couples & Others Requesting Temporary Accommodation From 01/04/2014 to 30/09/2015:

Version 1: 27/10/2015, Author: ZM, Source: LCC Housing Options.

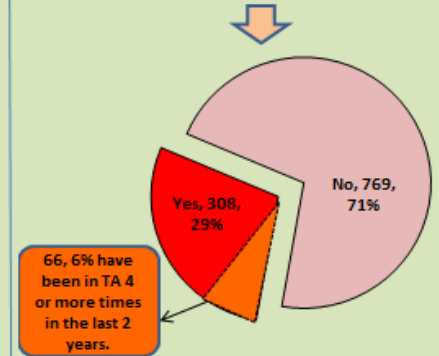
**Total: 1247 Unique People Requesting Temporary Accommodation :**



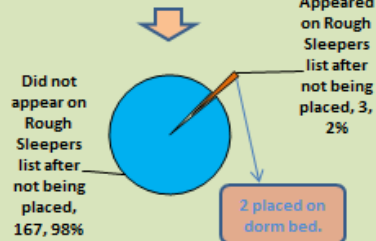
## Information On Those That Met Threshold & Were Not Placed (141):



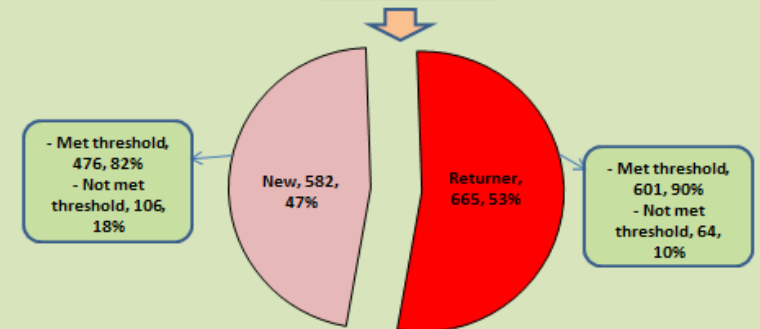
## Those That Met Threshold & Were Previously In Temporary Accommodation Within Last Two Years (1077):



## Information On Those That Did Not Meet Threshold (170):



## All Unique People That Are New Presentations or Returners: (1247):

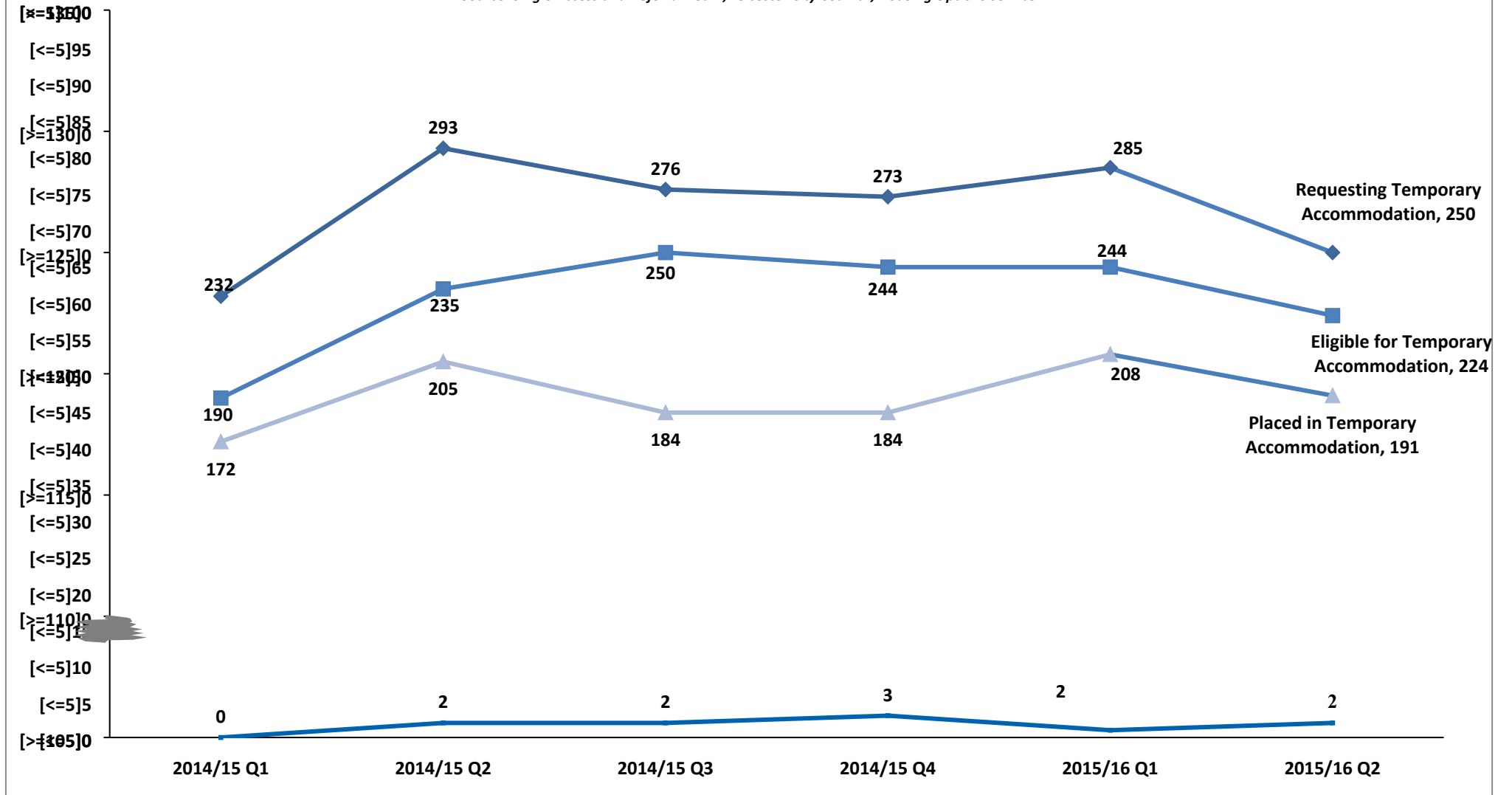


75

### Appendix 3B: Homelessness: Singles and Couples 1st April 2014 - 30 September 2015

Source: Single Access and Referral Team, Leicester City Council, Housing Options Service

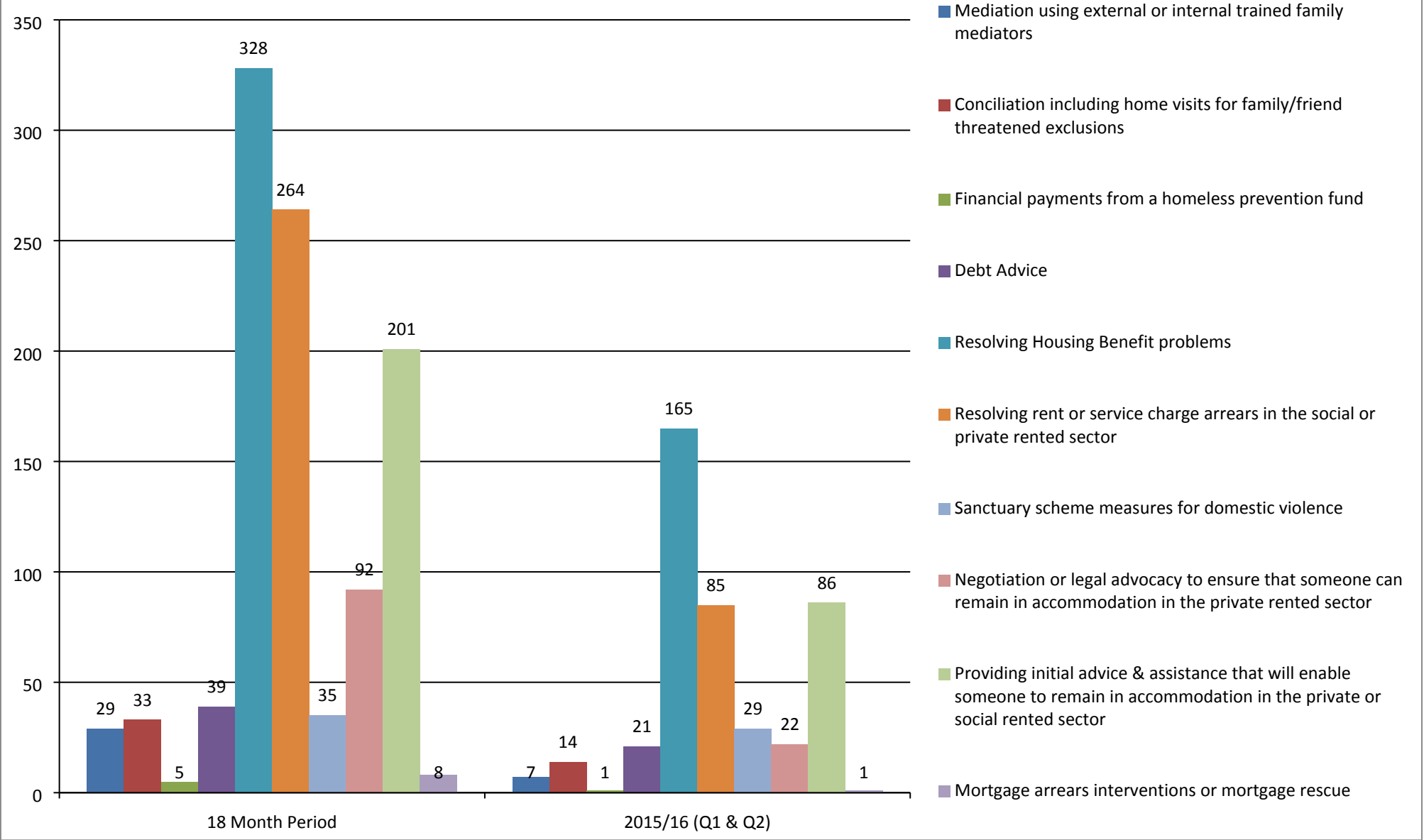
76

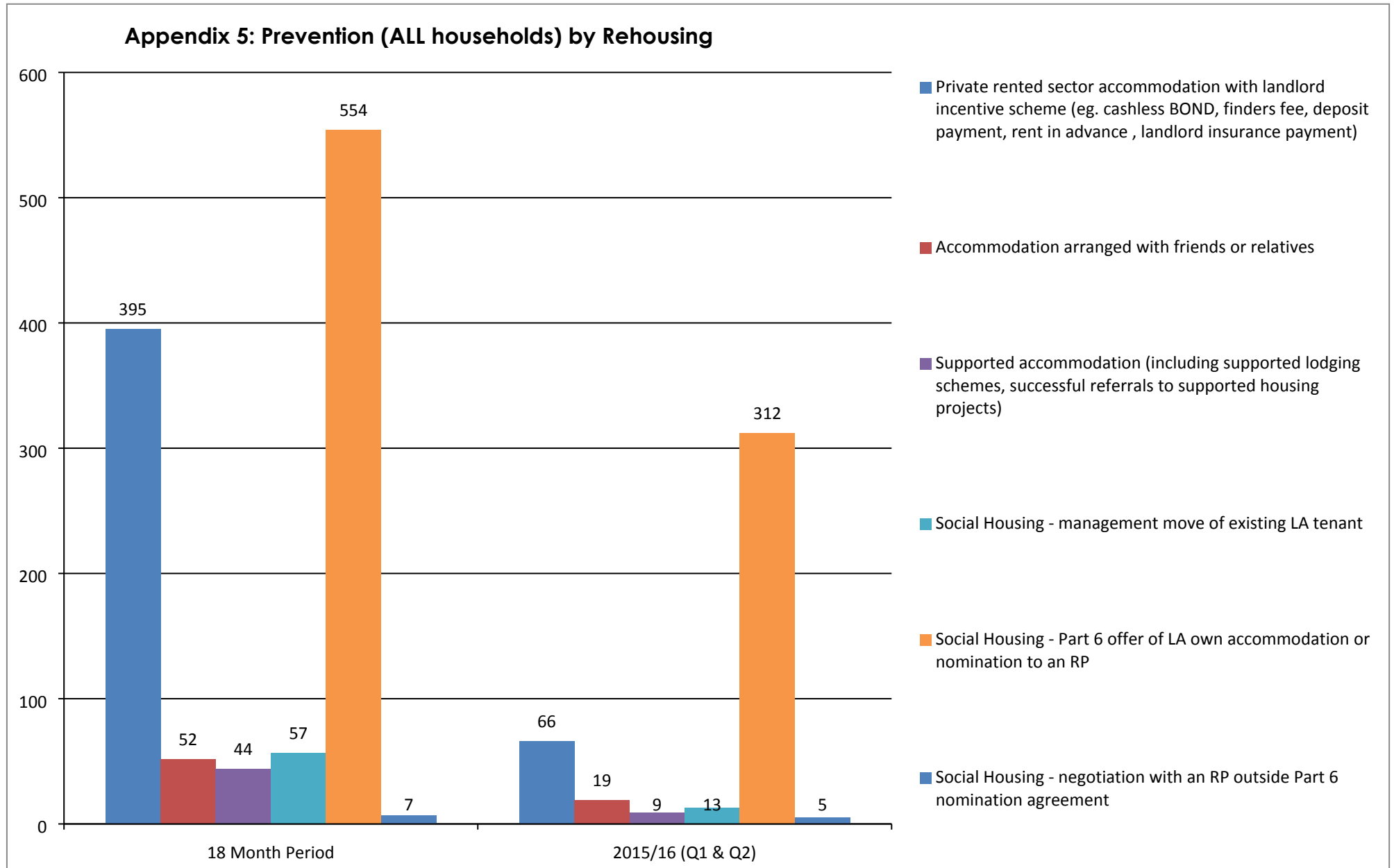




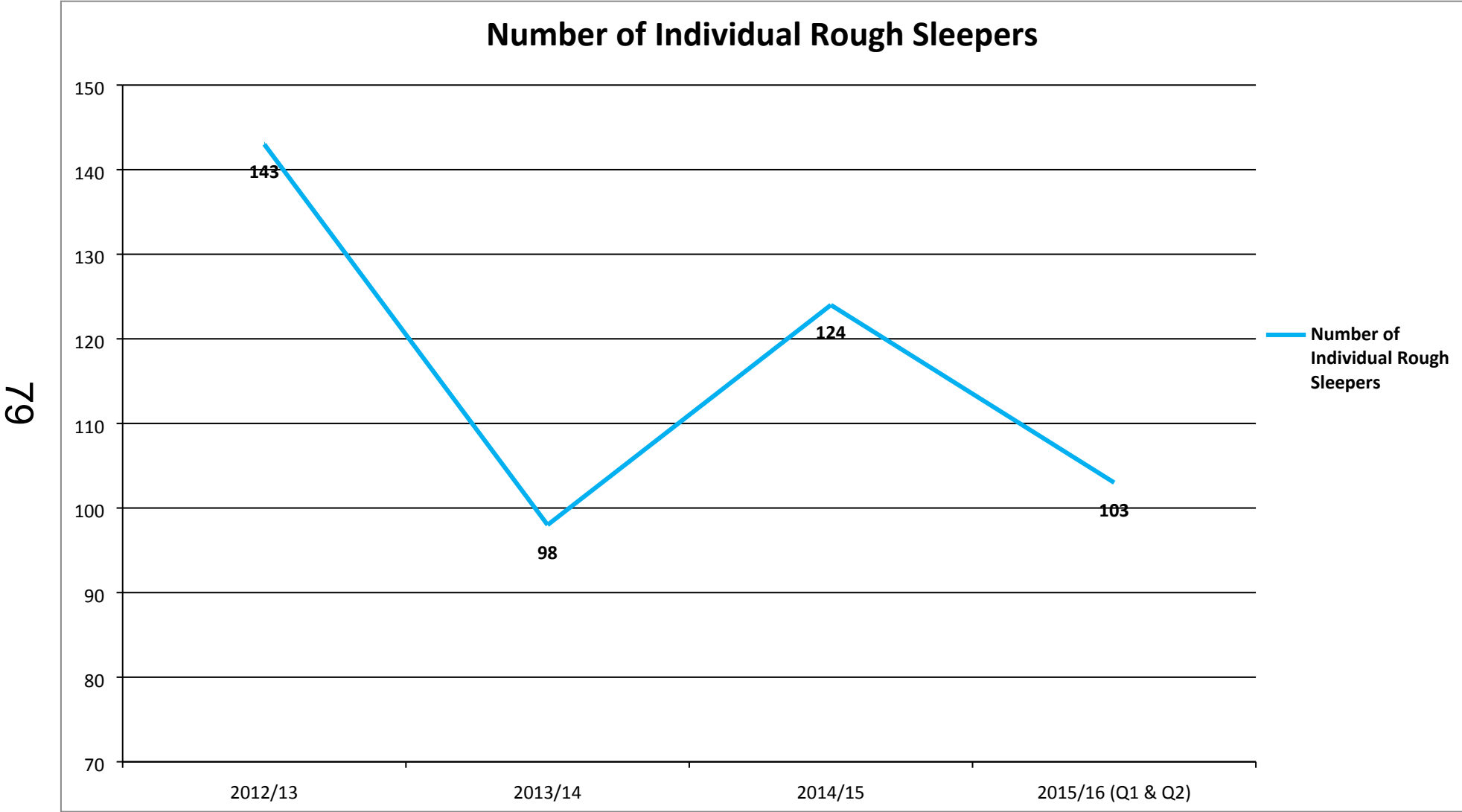
### Appendix 4: Prevention (ALL households) by Sustainment

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**Appendix 6:**



## Appendix 7:

### Current eligibility criteria for offer of emergency or temporary accommodation

Category	Duty arises from
a) Family, pregnant woman	Housing Act 1996
b) Vulnerable Adult	Housing Act 1996
c) Children leaving care	Children Act 1989 Referrals from Children's Division and Housing Act 1986.
d) High risk offenders	Criminal Justice Act 2003 Duty to co-operate with Police, Probation and Prison Services under Multi-Agency Public Protection Arrangements (MAPPA)
e) Ex-offenders leaving approved premises.	Criminal Justice Act 2003 Referrals from Probation Service.
f) Vulnerable adults and families	National Assistance Act 1948 Referrals from Adult Social Care Division.
g) Young offenders and ex-offenders	Criminal Justice and Immigration Act 2008 referrals from Youth Offending Service.
h) Council tenants in an emergency.	Identified within Housing Division (payment made by HRA, most council tenants would be rehoused within council house stock).
i) People over 60.	Who do not fall within above category, identified by Housing Division.
j) People found rough sleeping or considered to be of immediate and high risk of rough sleeping.	Who do not fall within any other categories, identified by Housing Division and in support of No Second Night Out principles. Dormitory accommodation may be offered to people who are in this category, particularly in an emergency or where the person is not connected to Leicester( see note 3) or is ineligible for public funds
k) Other ex-offenders	Crime and Disorder Act 1998 General duty to prevent Crime and Disorder. Usually people approaching us within one year of leaving custodial sentence who do not fall within above categories a to i. Identified by Housing Division with Probation Service
l) People on identified drug and alcohol programmes or eligible for them and on waiting list	Who do not fall within categories a to i. Referrals from agencies identified by ASC Drug and Alcohol Services

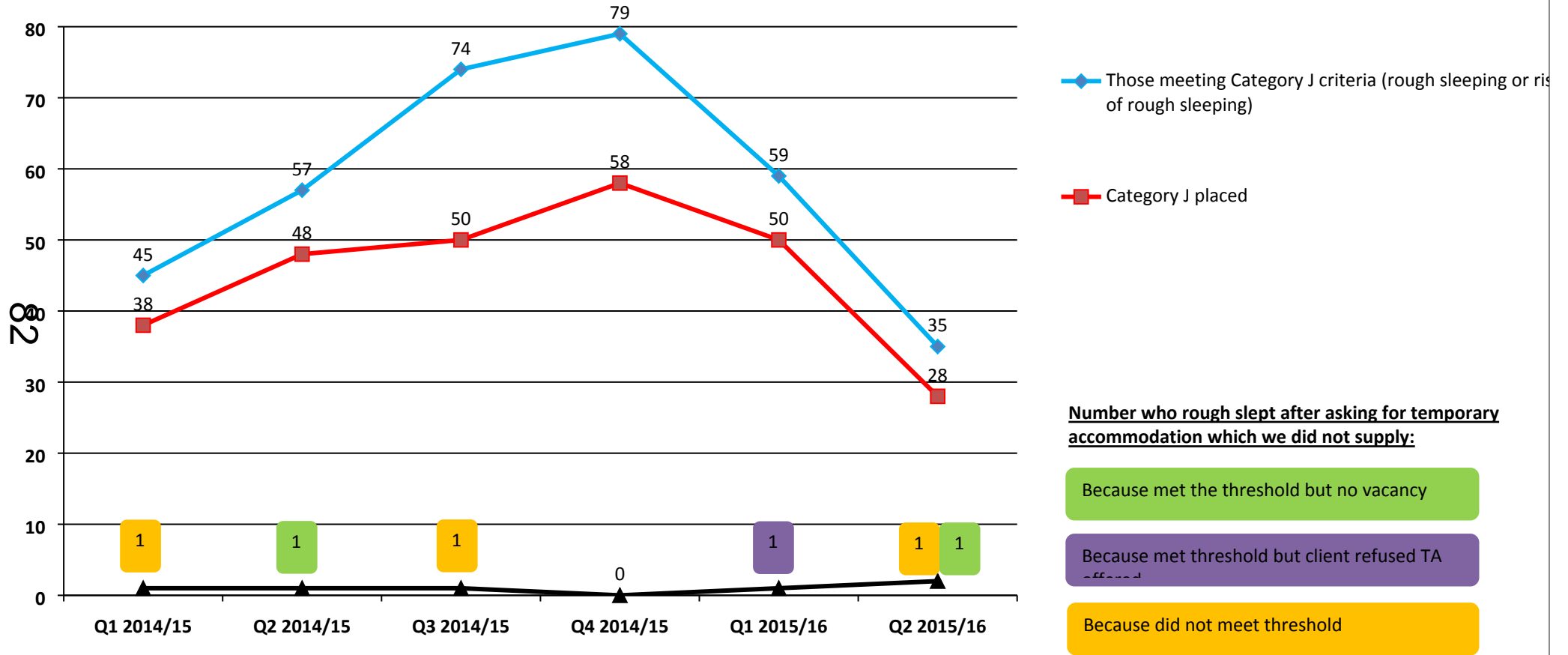
## Notes

1. Categories a: and b: are homelessness duties.  
Categories c: to g: may be regarded as arising directly from other council statutory duties.  
Categories h: to l: support other high council priorities.
2. Access to emergency or temporary single homeless accommodation is primarily for those applicants that have had a settled address in the City of Leicester for the last 6 out of 12 months immediately prior to presentation (rough sleeping will not count towards this connection) or if the applicant has always been connected to Leicester but has been in prison/institution away from the City and is now homeless immediately post release/discharge.(exceptions to this policy will apply where there is a statutory homeless duty.)
3. The Council may refuse to provide a bed space when there are no vacancies and there is no statutory duty to do so. Advice will be given. Where there is a duty and there are no suitable hostel bed spaces, other temporary accommodation will be offered.
4. The Council imposes sanctions on homelessness service users who fail to comply with accommodation and other agreements (e.g. failure to comply with rent payments or arrears agreements, threatening behaviour etc.) These sanctions can include the need to meet specified requirements to gain re-entry to hostels.

Appendix 8

**Supply and demand for temporary accommodation for unique single people that met Threshold J:  
1st April 2014- 30th September 2015**

Source: Single Access and Referral Team, Leicester City Council, Housing Options Service



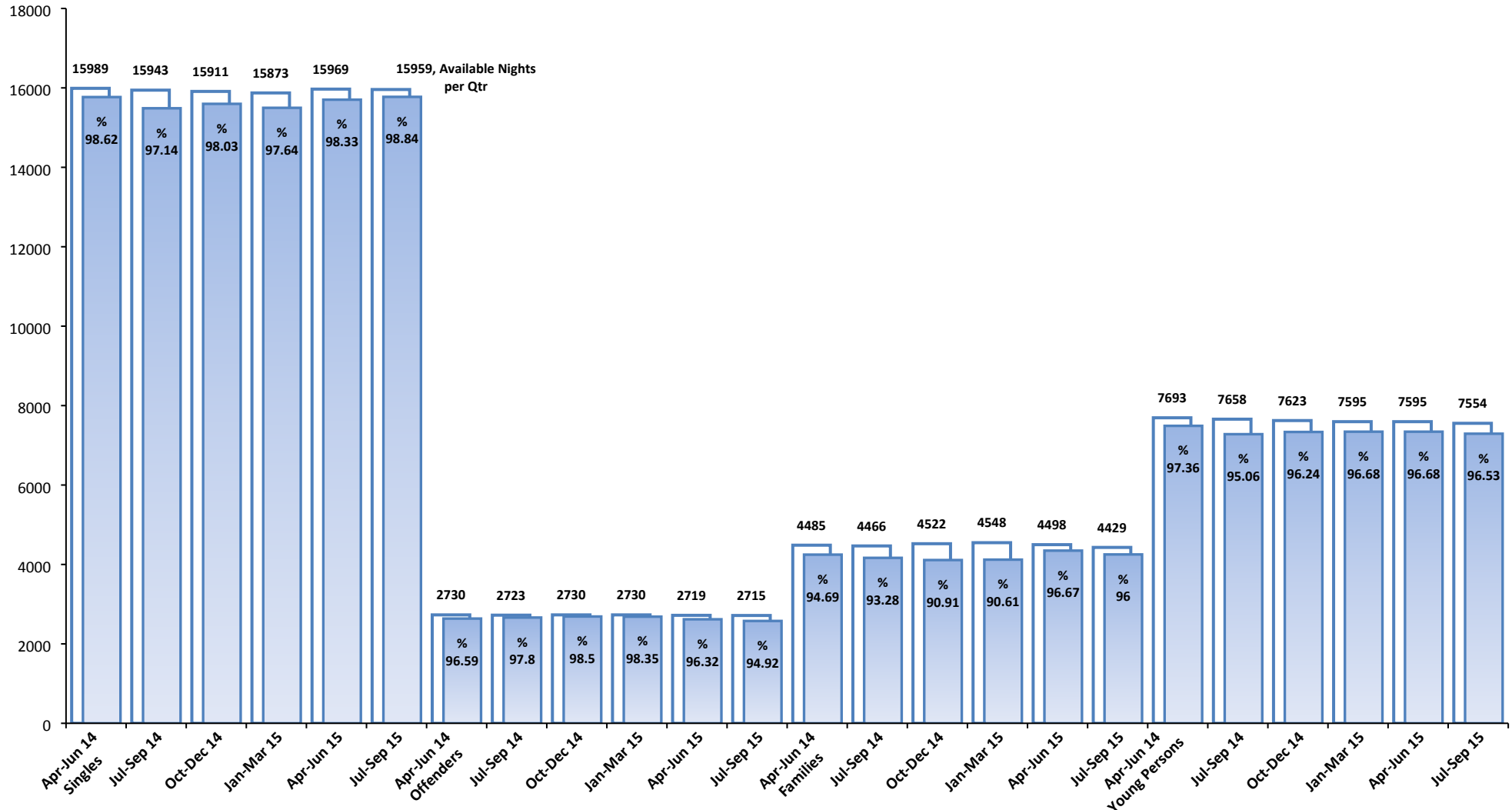
## Temporary Accommodation - Occupancy Rates as % Available Units by Client Group

### April 2014 - September 2015

Appendix 9

*Source: Contract & Assurance- Service Providers Quarterly Performance Workbook Returns*

Available Nights    
  Occupied Nights



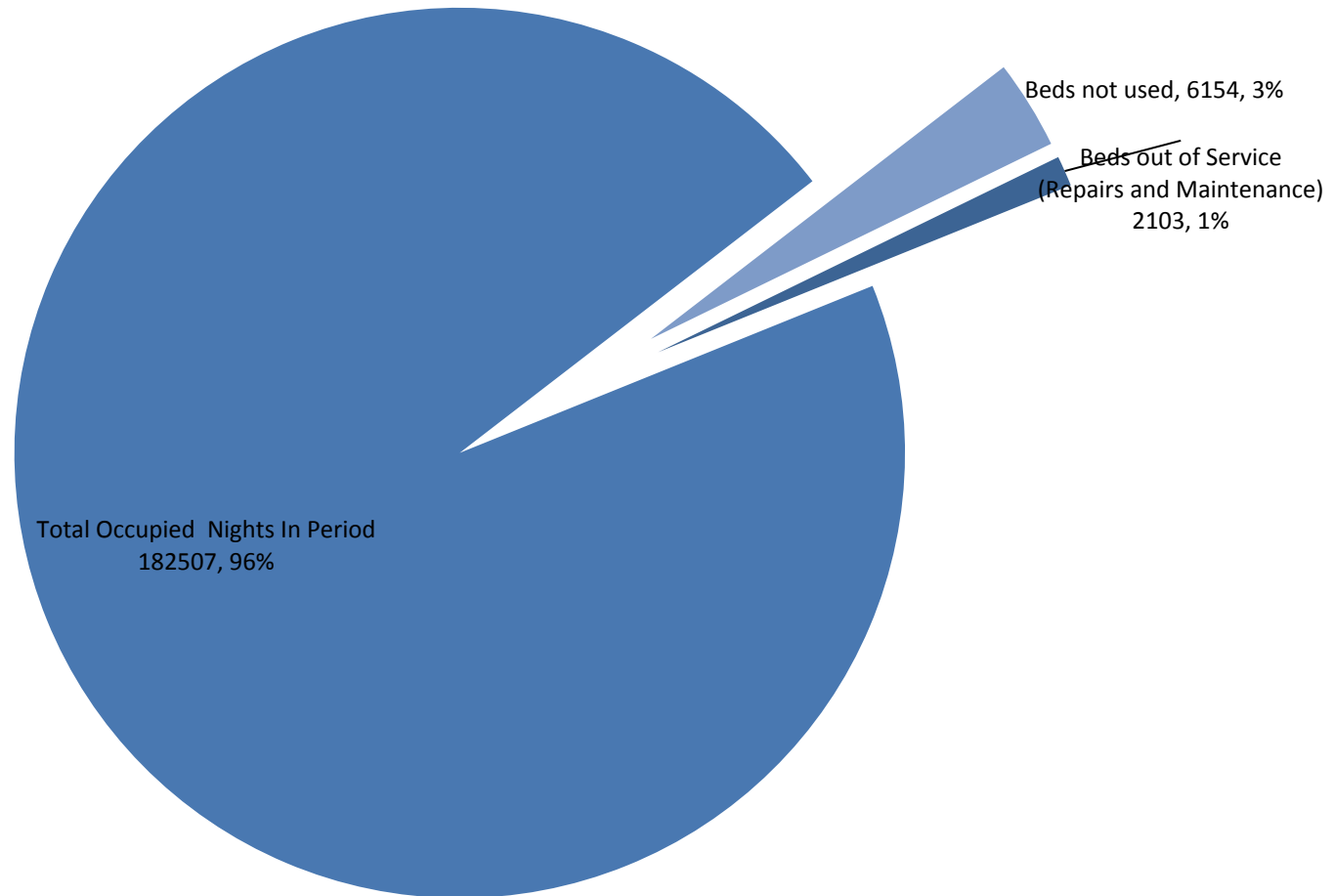
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# Temporary Accommodation - Total Cumulative Utilisation

April 2014 - September 2015

Source: Contracts & Assurance-Service Providers Quarterly Performance Indicator Workbook Returns

Appendix 10





## Housing Forward Planner 2015/16 (08/12/2015)

HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2015/16			
MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
<b>8th February 2016</b> Agenda Meeting : 20 <sup>th</sup> January 2016  Papers to be submitted on 26 <sup>th</sup> January 2016	Area managers' briefing: Beaumont Leys and Mowmacre  Rent Arrears Q3 Report  Empty Homes Strategy  Housing repairs improvement programme  Monitoring Homelessness Strategy (18 months review)	Ela Kryschowska-Hall  Vijay Desor  Simon Nicholls  Chris Burgin  Martin Clewlow	
<b>18th April 2016</b> Agenda Meeting : 23 <sup>rd</sup> March 2016  Papers to be submitted on 5 <sup>th</sup> April 2016	Housing Voids Progress report  Rent arrears – Quarterly Report  Area managers' briefing: Braunstone Housing voids task group	Vijay Desor  Vijay Desor  Ellen Watts Jerry Connolly	

