



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 26 NOVEMBER 2018

TIME: 5:30 pm

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

Members of the Scrutiny Commission

Councillor Westley (Chair)

Councillor Alfonso (Vice Chair)

Councillors Aqbany, Byrne, Corrall, Joshi, Newcombe and Willmott

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:

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Further information

If you have any queries about any of the above or the business to be discussed, please contact Angie Smith, **Democratic Support on (0116) 454 6354** or email Angie.Smith@leicester.gov.uk or call in at City Hall, 115 Charles Street.

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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. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Housing Scrutiny Commission held on 8th October 2018 have been circulated, and Members are asked to confirm them as a correct record.

4. PETITIONS

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

5. 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.

6. RENT ARREARS PROGRESS REPORT - JULY 2018 TO SEPTEMBER 2018 **Appendix A**

The Director of Housing submits a report to inform Members of the Scrutiny Commission of progress over the first quarter from 2nd July 2018 to 30th September 2018. Members are asked to note the report.

7. SHELTERED HOUSING **Appendix B**

The Director of Housing submits a report on sheltered accommodation which includes recommendations and proposed new measures, based on

consultation with residents, to improve the living conditions for existing residents, and make sheltered accommodation more appealing to prospective tenants. The Scrutiny Commission Members are recommended to note the proposed improvements and feed back any observations and comments to the Director of Housing or to the Executive.

8. HOMELESSNESS STRATEGY UPDATE [Appendix C](#)

The Director of Housing submits a report to inform Members of the Scrutiny Commission of the progress to date in implementing Leicester's Homelessness Strategy 2018-2023. The Commission Members are asked to note the report.

9. EMPTY HOMES UPDATE [Appendix D](#)

The Director of Housing submits a report to update Members of the Housing Scrutiny Commission on the work that the Empty Homes Team are doing to bring long term private sector homes back into use. Commission Members are asked to note the report.

10. TENANTS AND LEASEHOLDER'S FORUM ACTION AND DECISION LOG [Appendix E](#)

The Scrutiny Policy Officer submits for noting the Tenants' and Leaseholders Forum Meeting Notes from 27 September 2018.

11. WORK PROGRAMME [Appendix F](#)

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

12. ANY OTHER URGENT BUSINESS

Rent Arrears Progress Report

July 2018 to September 2018

Housing Scrutiny Commission: 26th Nov 2018

Assistant Mayor for Housing: Cllr Andy Connelly
Lead Director: Chris Burgin

Useful information

Ward(s) affected: ALL

Report author: Zenab Valli

Author contact details: Zenab.valli@leicester.gov.uk Ext 0116 454 3573

Report version number: V1a

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Scrutiny Commission of progress in the above area of work over the first quarter, from 2nd July 2018 to 30th September 2018.

2. SUMMARY

- 2.1 The cash amount owing at week ending 30th September 2018 was **£1,819,237**, this is 1.41% **lower** than at the end of the previous financial year – see 3.1, Table 1.
- 2.2 The number of tenants in serious debt, (owing more than 7 weeks rent) was **1656**, this is **higher** by 13% in comparison to the same point last year – see 3.3, Table 2.
- 2.3 Universal Credit Full Service was introduced on 13th June 2018. By the end of Quarter 2 (30th September 2018) a total number of **735** tenants had made a new claim for Universal Credit and the total value of arrears at the end of quarter 2 was **£243,421**. A total of **75.65%** tenants (556 out of 735) who made a new UC claim were in rent arrears at the end of quarter 2. A total of **63.27%** (465 out of 735) already had existing rent arrears prior to making the new UC claim.
- 2.4 Between April 2018 and September 2018 a total **£190,138** was paid by Discretionary Housing Payments (DHP's) for all Council tenants. From this figure a total of **£69,324** was paid to support those tenants affected by the Bedroom Tax, this compares to about £86,123 for Bedroom Tax at the same point in the previous year. A total of **30** council tenants in receipt of Universal Credit were supported with a Discretionary Housing Payment with a total value of **£7,057**.
- 2.5 There were **10** evictions that took place during quarter 2 due to non-payment of rent which is same as in the previous year 2017/18.

3. REPORT

Rent Arrears

- 3.1 Rent arrears at the end of the second quarter (30th September 2018) and previous financial years were:

Table 1. Quarterly Arrears

Q2 Period (July to Sept)	Arrears at End of Quarter 2
2014/15	£1,873,442
2015/16	£1,708,364
2016/17	£1,808,214
2017/18	£1,845,256
2018/19	£1,819,237*

* All payments collected up to week ending 30th September 2018 and direct debits paid in 1st October 2018 are included in this figure

- 3.2 The rent arrears decreased by **1.41%** in comparison to the same point in the previous year (2017/18). At the start of the year (April 2018) the arrears were slightly higher than previous years but the recent trend is that the arrears are consistently lower than at the same point last year.

Number of Cases

- 3.3 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 tables 2 below:

Table 2. Breakdown of Arrears Cases by quarter end 2018-19

Q2 Period (July to Sept)	Owing 7 Weeks or more Net
2014/15	2,063
2015/16	1,492
2016/17	1,494
2017/18	1,464
2018/19	1,656

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)

- 3.4 The number of cases owing 7 weeks or more (net rent) is higher by **13%** over the previous year's quarter end figure (2017/18) and the likely factor for the increase is due to Universal Credit caseloads. Where a request has been made for the DWP to pay the council directly using an Alternative Payment Arrangement (APA), there is a potential 8 week delay before the first APA is received into the rent account. More detail around Universal Credit is provided further down the report.

Arrears per Tenancy

- 3.5 The total arrears divided by the total number of occupied council tenancies are shown below:

Table 3. Average debt by quarter end - 2018/19

Q2 Period (July to Sept)	Average Debt
2014/15	£88.59
2015/16	£86.02
2016/17	£86.59
2017/18	£89.85
2018/19	£90.30

- 3.6 Tables 3 shows that the average debt increased by **0.50%** in comparison to the same point last year. This figure is variable depending on the number of occupied properties at any given time and likely to continue to increase due to the diminishing stock numbers through the Right to Buy Scheme.

Top 500 Arrears Cases (by value)

- 3.7 Tables 4 (below) shows the top 500 accounts with the highest arrears and their total value during Quarter 1 and 2 regardless of tenants payment methods.

Table 4 Top 500 arrears cases by quarter end - 2018/19

Quarter 1 (Apr to June)	Top 500 Arrears	Highest case	Lowest case	Average	Total Value
Quarter 1 2018/19	500	£3,551	£614	£952	£475,859
Quarter 2 2018/19	500	£2,826	£658	£1032	£515,835

- 3.8 The table shows an **8.4%** increase of the total value of arrears in comparison to quarter 1 figures. This is in line with the increase seen in table 2 (over 7 weeks net rent) and reflects on the impact and delay in Universal Credit payments. Higher debt cases are generally more complex to manage and require intensive support from the team to help maximise the rent collection.

Impact of Universal Credit Full Service (UCFS)

- 3.9 Universal Credit Full Service was introduced on 13th June 2018. By the end of quarter 2 (30th September 2018) a total number of **735** council tenants made a new claim under the new system which equates to **3.65%** of all current council tenants.
- 3.10 A total of **75.65%** tenants (556 out of 735) who made a new UC claim were in rent arrears at the end of quarter 2. A total of **63.27%** (465 out of 735) already had existing rent arrears prior to making the new UC claim.

- 3.11 In comparison there are a total of **7,053** tenants that are in rent arrears and are *not* claiming UC, which equates to **35%** of all current council tenants.
- 3.12 The total value of rent arrears for the UC cases was **£243,421**. At the time of writing this report (12/10/2018) a bulk payment of **£45,710** was received from the DWP in connection to the request for payments to be made directly to the council (APA's). This payment reduces the total value of arrears to **£197,711** and demonstrates the impact delayed payments have on the highest arrears cases as mentioned earlier in the report. Future reports will be able to provide a more detailed comparison of UC impact on rent arrears at each quarter end.
- 3.13 The average arrears per case equates to **£269** for those in receipt of Universal Credit compared to an average of **£223** for those tenants in arrears and not claiming UC.
- 3.14 Although APA's can be requested they are not always guaranteed to arrive as changes in tenants circumstances or benefit sanctions can impact upon the payment being received as expected. The team are working collaboratively with the Department of Works & Pensions and Work Coaches from the local Job Centre Plus to minimise impact of Universal Credit on rent arrears and continue to make suggestions to improve the way APA's are paid to landlords.
- 3.15 The DWP granted the council 'Trusted Partner' status which gives access to their Landlord Portal IT system. This has meant the Income Management Team can verify housing costs quickly to prevent delays in UC claims being assessed. The Trusted Partner status also allows the council to apply for Alternative Payment Arrangements (APA's) for vulnerable people who may struggle to pay their rent and any arrears themselves.
- 3.16 Since the roll-out of Universal Credit Full Service there have been no evictions for tenants claiming this new benefit and emphasis remains on using this sanction as the very last resort.
- 3.17 To help mitigate this risk of Universal Credit 4 new Officers were recruited around May 2018 called Rent Management Advisors (RMA). We are fortunate that 3 of the Officers already have background experience of working with vulnerable people and supporting with Welfare Benefits. They provide support and training to the less experienced RMA to enable the role to be carried out effectively. The purpose of the RMA role is to support vulnerable tenants, or those with complex needs who are claiming Universal Credit. They have been helping tenants to set up e-mail accounts, supporting people to make and manage their UC claims, promoting and helping to set up Clockwise Rent Payment Accounts which ensures rent is paid on time and encouraging people to attend digital learning courses.
- 3.18 By mid-September the Rent Management Advisors had received a total of 316 referrals and most of these tenants have only required general advice or short-term support whilst they make their initial UC claim. Around 35 have been identified as requiring more long-term support, which the officers are providing.
- 3.19 In June we started a 3-month pilot of co-locating Income Management Team

Officers in the 3 Job Centre Plus sites (JCP). This is so we can meet with our tenants at the same time they have their first meeting with their work coach. We use this opportunity to advise on their responsibility to pay their rent themselves and establish whether they need any support to manage their claim, for which a referral to a Rent Management Advisor is made. This working arrangement has proved successful and there has been positive feedback from both our officers and DWP staff working in JCP.

- 3.20 Around 400 Universal Credit claimants have been seen by Income Management Officers and 34% of these were council tenants. Other enquiries have included those from JCP staff (work coach), private sector and housing association tenants. In these circumstances our officers have provided housing related advice or signposted to other services available.
- 3.21 As a result of this success, and the fact we expect to see more council tenants apply for Universal Credit, we are extending the co-location pilot for a further 3 months. The team will be giving a presentation at the Job Centre's team meeting to increase the number of council tenants they refer to the co-locating officers and using this opportunity to upskill JCP staff with knowledge around housing.
- 3.22 Generally, the relationship and partnership working with the DWP has been excellent and not just restricted to the co-location activity. We have been able to discuss complex cases with work coaches to support tenants in sometimes challenging and difficult situations. The Income Management Team also have access to the Derby Service Centre that is responsible for the back office processing of UC claims and are able to elevate complex cases for quick resolutions.
- 3.23 As people move from the old system of UC Live service to Full Service we are supporting our tenants to make this change. We are aware of 215 tenants who receive Universal Credit under the live service. We have written to these people to remind them to make new claims so they don't lose out on their benefit entitlement and fall into difficulties paying their rent.
- 3.24 Overall the key risks to the council with the introduction of Universal Credit Full Service is the potential increase in rent arrears, as majority of tenants will be responsible for paying the rent themselves. From the total number of people claiming UC a higher proportion of tenants are in arrears. However, it is too early to say whether this will be a long-term issue or whether it just relates to the initial assessment period of claims and delay in the payment of APA's. The team are supporting those tenants in arrears by making affordable repayment agreements for the outstanding debt and continually seeking to network with the DWP to mitigate the risks of increased arrears.

Proportion of Rent Collected

- 3.25 The Income management team have a key performance management target to ensure the proportion of rent collected at the end of the financial year is 99%. The proportion of rent collected between April and September 2018 was **98.89%**, which is in line with achieving the set target for year end.

Evictions

- 3.26 There were **10** evictions carried out for non-payment of rent from 2nd July 2018 to 30th September 2018. This figure is same as in the previous year 2017/18.
- 3.27 Of the 10 evictions, 2 were family cases and 8 were single people.
- 3.28 From the 10 evictions a total of 2 evictions had some debt which was due to under-occupation charges.
- 3.29 From the 10 evictions 6 had no Housing Benefit (HB) in payment prior to the eviction so Discretionary Housing Payment (DHP) was not applicable. A total of 3 out of 10 had previously been supported by the DHP fund and 1 had their request for DHP refused due to non-engagement.
- 3.30 Prior to taking eviction action the team work closely with Social Care & Health (SCH) department to help sustain tenancies. From the 10 evictions, 4 tenants were not known to the Adult Social Care (ASC) team, 4 tenants were known and a total of 2 tenants failed to engage with the Children and Young People Services (CYPS) and ASC teams.
- 3.31 Evictions remain at a relatively low level compared to earlier years and this is despite the economic difficulties experienced over the period and the impact of welfare reform. Management scrutinise all potential eviction cases to ensure that the sanction is only used as a last resort.

DHP's (Discretionary Housing Payment)

- 3.32 Between April 2018 and September 2018 a total **£190,138** was paid by Discretionary Housing Payments (DHP's) for all Council tenants. From this figure a total of **£69,324** was paid to support those tenants affected by the Bedroom Tax, this compares to about £86,123 for Bedroom Tax at the same point in the previous year. A total of **30** council tenants in receipt of Universal Credit were supported with a Discretionary Housing Payment with a total value of **£7,057**.

4. REPORT AUTHOR

- 4.1 Zenab Valli, Income Collection Manager – Tel 0116 454 3573

Housing Scrutiny Commission

Sheltered Housing

Assistant Mayor for Housing: Cllr Andy Connelly

Date of meeting: 26th November 2018

Lead director: Chris Burgin



Useful information

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

1. Summary

1.1 There are 14 sheltered housing schemes across the city, these are proving difficult to let and are becoming unpopular. Officers started looking into the sheltered accommodation offer and made some initial recommendations that were approved by the Assistant Mayor for Housing. This report recaps on previous recommendations and proposes new measures, based on consultation with residents, that we hope will improve the living conditions for the existing residents and make sheltered accommodation more appealing to prospective tenants.

Feedback is to be given to all tenants on the consultation exercise that has taken place.

2. Recommendations

2.1 That the Housing Scrutiny commission note the proposed improvements and feedback any observations and comments.

3. Supporting information including options considered:

3.1 The Housing Division has 14 sheltered schemes located across the city. They vary in size and number of units per block but they all have a mix of flats and bedsits. Letting sheltered accommodation has become more challenging and alterations to the letting policy have been made in the past to make sheltered schemes available to more applicants. The age restriction has reduced to 55 and you do not need to demonstrate that you have a connection to Leicester.

Name of scheme	Location	Number of units
Barnett Janner House	Beaumont Leys	24
Oronsay House	Beaumont Leys	28
Bob Trewick House	Centre	25
Irene Pollard House	Centre	28
John Minto House	Centre	35
Bowder House	Braunstone	26
Bridges House	Braunstone	25
Cromwell House	Saffron	26
Rupert House	Eyres Monsell	35
Dudley House	Rowlatts Hill	26
Helena Roberts House	Humberstone	35
Gumbrill House	Rowlatts Hill	28
Frederick Jackson House	New Parks	28
Norfolk House	New Parks	28

3.2 In January 2018 an interim report was considered by the Assistant Mayor for Housing and the following measures agreed:

- Endorsed new guidelines for sheltered housing to be used by Housing Officers
- To a review of mobile scooter authorisation, insurance and PAT testing requirement introduced for all current and prospective tenants
- To further research into the use of guest rooms and communal showers so that a consistent approach can be agreed across all blocks.
- That officers should carry out a consultation exercise and seek the views of the residents:
- That WiFi be installed.

3.3. Consultation Exercise:

3.3.1 A consultation exercise, in conjunction with Housing Transformation Team (HTT) and Adult Social Care, was carried out that asked existing residents a range of questions.

We received 200 forms back, this equates to 54% return, this is an unusually high figure.

3.3.2 The headline findings are as follows:

- People moved to a sheltered scheme because they wanted to feel safe
- The schemes are easily accessible
- The communal lounge is used infrequently
- Communal activities are important

- Internet use is low
- Residents don't feel listened to.

Feedback will be given to all tenants on the findings of the feedback for their information

3.4 Fire Safety

3.4.1 Explanation of fire safety as the interaction of people and building

Generally, the management of fire safety concerns both the building's passive and active fire safety infrastructure and the control of persons in the way they use and interact with this building.

The Housing Division manages most aspects of the building in Sheltered Housing. Conversely, ASC division manages the needs of people in sheltered housing. However, when managing fire safety, the Building Responsible Officer (BRO) is attempting to manage the interaction of people and building.

The 'people' element of fire risk is even more important within Sheltered Housing, because of the particular and varying vulnerabilities of the occupancy, and as exemplified by the NFCC recommendation for a person-centred fire risk assessment for vulnerable occupants in specialised housing.

3.4.2 Current situation - matrix management of fire safety in Sheltered Housing

LCC's current separation of building management and support services responsibilities between divisions, also separates the two aforementioned aspects of fire safety responsibility (building and people) between the Housing and Adult Social Care management areas. This literal division of responsibilities represents a "matrix management" structure which adds to the complexity of fire safety management in Sheltered Housing. The current system of matrix management necessarily requires that officers from across the management divide meet to discuss and ensure that all fire safety responsibilities and concerns are tackled and that none are overlooked.

3.4.3 Future challenges for the matrix management of fire safety in Sheltered Housing

The current matrix management of Sheltered housing fire safety can continue to function satisfactorily if the officers on both sides of the Housing/ ASC (building/people) separation have the time and resources to liaise with each other. Further work is required to coordinate existing arrangements and consider future options.

3.5 Our vision

We need to define what we want sheltered accommodation to be, there is no statutory definition for Sheltered Housing, so we are proposing to define it as:

“A group of self-contained flats let to people over 60 which are supported by a Sheltered Housing Officer, with access to 24 hours emergency help to enable people to live independently”

Officers carried out an information gathering exercise by visiting 3 schemes to see what others were providing for sheltered housing residents. Two of the schemes visited were in the private sector and one a housing association scheme.

All three schemes were managed the same way, all had a warden on site for 30 hours per week and had robust management processes in place with clear lines of responsibility.

All the schemes had cyclical planned maintenance programmes to deal with the decoration of communal areas, the replacement of carpets and soft furnishing and garden furniture and all had a robust resident consultation process that was used as part of the decision-making process when improvements were proposed.

The schemes were all brightly decorated and furnished in a modern contemporary fashion and not with furniture you would associate with an older persons home, all had a focal point in the main lounge and all had a coffee making station off the communal lounge.

The front entrances were easily recognisable, they were welcoming, had seating areas and direct access to the communal lounge. The lounges had glazed screens that looked onto the corridors and formed part of the space rather than being boxed in rooms, all had access to the direct access to the garden.

The following images are representative of our vision for our Sheltered Schemes.

Development of a specialist kitchen for sheltered housing might include increase task lighting, such as led lights under cabinets.

The elderly might find it helpful to sit down while preparing food, to have a section of worktop set at the appropriate height allows them to do this.

The contrasting tone of Cupboard, worktop and handle colours will help

White worktops help to distribute light around a space, while a matt surface prevents glare, a uniform surface reduces the sense of visual clutter.



Scooter storage and charging solution



Communal garden improvements



Designing for Dementia and sight loss

Promoting a healthier lifestyle



Lighting – increase natural lighting - and changes in daylight over the course of the day help to signal the passing of time and to maintain normal sleeping patterns.



Increasing natural light in internal corridors to give residents a sense of being connected to outside world, and can help people find their way around.

Having electrical sockets and switches which contrast with the surrounding wall colour, helps residents to orientate themselves in their surroundings.

Light switches can be paddle switches with luminated bezel



Door design and colours – in addition to flat numbers, a system of different colour doors can help residents to find the correct rooms and facilities more easily



Furniture

To be recognisable as furniture so as not to confuse those with dementia.
Have contrasting colours so to be as easily identified as possible





Continued investment into assistive technologies

Signage

Meaningful symbols



WiFi and better connectivity



Outdoor spaces that create a sense of place



Raised planting



Communal Lounge, kitchen and library





4. Details of Scrutiny

Housing Scrutiny commission consideration on the 26th November

5. Financial, legal and other implications

5.1 Financial implications

This report recommends that future reports be prepared for:

- improvement works to remaining schemes.

There will be financial implications associated with each of these, and Finance should be consulted as part of the detailed development of proposals.

Stuart McAvoy – Principal Accountant (37 4004)

5.2 Legal implications

5.2.1 In respect of the proposed refurbishment of the existing sites, The Council should ensure compliance with its legal obligations in respect of the procurement of maintenance works in accordance with its Contract Procedure Rules and the relevant Procurement Rules. If internal or external frameworks are used to procure the relevant works then the call off procedure will need to be complied with to ensure compliance and robust terms and conditions apply.

John McIvor, Principal Lawyer, ext. 37-1409

5.3 Climate Change and Carbon Reduction implications

The renovation of sheltered living properties gives an opportunity to upgrade their energy efficiency, through actions such as fitting LED lighting, insulation, energy efficient boilers and low energy appliances. This would have a positive impact on energy use and costs, and could also make the buildings more comfortable for residents.

Aidan Davis, Sustainability Officer, Ext 37 2284

5.4 Equalities Implications

The aim of sheltered housing schemes is to support more independent living arrangements. Proposed measures based on consultation with residents, that aim to increase the appeal and improve how schemes are managed with more robust management processes in place and clearer lines of responsibility will have a positive impact on service users from across all protected characteristics. These will be people who are older and with varying vulnerabilities. Moving forward, where there are refurbishments being made, accessible design principles must be a key consideration.

Surinder Singh Equalities Officer Tel 37 4148

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

6. Background information and other papers:

7. Summary of appendices:

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No

9. Is this a “key decision”?

No

Housing Scrutiny Commission Report

Homelessness Strategy Update

Housing Scrutiny Commission: 26th November 2018

Assistant Mayor for Housing: Cllr Andy Connelly

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Caroline Carpendale
- Author contact details: caroline.carpendale@leicester.gov.uk
- Report version number: 2.0

1. Purpose

1.1 To inform Members of the Scrutiny Commission of the progress to date in implementing Leicester's Homelessness Strategy 2018-2023.

2. Summary

2.1 Leicester's fourth Homelessness Strategy was formally agreed May 2018. Since this was formally adopted work has been ongoing to implement the agreed actions / proposals and build on the extensive work already in place.

2.2 Numbers approaching the council for assistance have increased as has the number of people rough sleeping. This is not just a local picture there has been an increase in households becoming homeless nationally.

2.3 In Leicester, in most cases we are able to prevent or relieve homelessness. To maintain these levels is a challenge in itself (as suitable affordable housing becomes more limited) but we are also committed to breaking the cycle of homelessness and ensuring that no person needs to sleep rough.

2.3 It has also been a period of significant change with the largest change to homelessness legislation in decades being implemented in April and further changes in October.

2.4 Leicester is undertaking an ambitious programme of work to tackle homelessness locally. This is not a council endeavour alone, as tackling homelessness requires significant partnership working to address the root causes of homelessness.

3. Progress report

3.1 When agreeing the homelessness strategy 2018-2023, we shared with members a document about what would change following implementation of the strategy. This showed some of the key actions / improvements that were going to be implemented over the next five years.

3.2 Priority actions have been scheduled for implementation in phase 1. These are:

- Work to reduce rough sleeping
- Working with others to develop a homelessness charter for Leicester
- Implementing the Homelessness Reduction Act and improving homelessness prevention

- Introducing the new eligibility criteria for temporary accommodation
- Commissioning accommodation-based housing support services
- Agreeing a programme of work related to improve the council's own temporary accommodation-based services

3.3 Shown below are the key action / improvements identified over the life of the strategy, progress to date and future planned (phase 1) actions by different themes of the strategy.

3.4 Partnership working

Partnership working

- Working with others in the city, including the diocese, to further develop partnership working and a new city charter to tackle homelessness. This aims to coordinate & harness the support of individuals, organisations and businesses in the city
- Review and improve joint working arrangements with primary care and mental health services, including substance misuse services
- Supporting and working with Action Homeless and other partners as part of Leicester's End Street Homelessness campaign

3.4.1 Progress to date

- We have developed and consulted on a draft homelessness charter for Leicester in partnership with the Diocese. A provisional launch event for the Charter has been arranged for late Autumn.
- There has been on-going partnership working with Action Homeless and One Roof Leicester as part of the Rough Sleeping Initiative programme (which is also targeted towards reducing rough sleeping – further details provided in section 3.12).

3.4.2 What next?

- Develop new homelessness partnership working arrangements including a platform where people and organisations can 'pledge' support to the charter in many ways (e.g. offering services, volunteering, donate, participating in working groups to resolve gaps / issues).

3.5 Homelessness Prevention

Homelessness Prevention (Proposal 1)

- Improved customer access to the councils homelessness advice services
- Personalised housing support plans developed with clients who are or are likely to become homeless
- Developed, and will be the first in the country, to launch a homelessness prevention app (in partnership with all of Leicestershire's district councils and Rutland Council) providing advice and guidance to those who may be at risk of losing their home
- New coaching support service to provide additional one-to-one support for individuals who may struggle to take actions to prevent themselves from becoming homeless

3.5.1 Progress to date

- The new Homelessness Reduction Act has been successfully implemented in Leicester. This requires councils to provide early assistance to any households that are homeless or could be homeless within 56 days. In Leicester we have extended this to help any households that might be homeless within 70 days to help early prevention of homelessness. All homeless households now have a personalised housing plan which includes a full needs assessment. This has improved customer engagement & consistency of service. For example, now all singles with a homeless application (previously this priority was only available to homeless families) are given band 2 priority on the housing register. This improves their chance of rehousing to prevent and relieve homelessness.
- Access to housing options services has been improved. All homeless households speak to Homeless Prevention Officer directly on presentation and everybody is offered a face-to-face interview.
- As part of our Homelessness Prevention Trailblazer programme a new coaching support service has been in place since the 1st May providing one-to-one support to individuals who require extra support to prevent them losing their home. In the first quarter of this being in operation over 15 households in Leicester benefited from this service. In Autumn, Leicester, Leicestershire & Rutland will be launching a housing advice app which will provide advice to households who want to be able to 'self-serve'.
- There have been changes to Leicester's Discretionary Housing Payments policy to ensure there is explicit protection for vulnerable tenants placed under our homelessness duty to be provided with rent deposits, rent-in-advance and top-up payments where required to sustain tenancies.
- Recruitment of additional Homelessness Prevention Officers. Recruitment to date has meant a net increase of 4 officers.

3.5.2 What next?

- From October the Homelessness Reduction Act 'duty to refer' is introduced. Planning is already underway in readiness for this change. This will lead to improved joint working with agencies such as Job Centres, probation services & the police.
- To help provide timely homelessness assistance the housing options service is recruiting a further 5 Homelessness Prevention Officers.

3.6 Eligibility criteria for temporary accommodation

Eligibility criteria for temporary accommodation (Proposal 2)

- Provide more support to prevent homelessness from occurring and provide genuine alternatives to temporary accommodation, so temporary accommodation is there for those who require additional support
- Review and improve working with Leicester's homeless mental health service to see how those at risk of homelessness or are homeless who are assisted to secure settled accommodation could still access their services
- Prioritising allocation of bed spaces so we can always help those who have high support needs (only in non-statutory cases - in statutory cases everyone is allocated accommodation where this is needed)

3.6.1 Progress to date

- An amended eligibility criteria for temporary accommodation was consulted upon as part of the homelessness strategy & review.

3.6.2 What next?

- Following embedding of the changes arising from the Homelessness Reduction Act the amended eligibility criteria will be introduced.

3.7 Accommodation for families

Accommodation for families (Proposal 3)

- Families who are facing homelessness, we will work to accommodate into independent accommodation and only use temporary accommodation when they require additional support (For example; housing-related support, family support, on-site free creche)
- All temporary accommodation for families commissioned by the council will be self-contained
- Supporting Children's Service to provide suitable accommodation when parenting assessments are required

3.7.1 Progress to date

- Piloting the use of dispersed self-contained temporary accommodation for families.
- On-going joint work between housing and children's services which includes an assessment of supported accommodation requirements.

3.7.2 What next?

- An options appraisal of family temporary accommodation to see how this could become self-contained accommodation.
- The council will explore the possibility of the council developing a social lettings agency and ways to improve schemes currently in place to enable low income households to access the private rented sector and improve awareness of private landlords and homeless families of services available.

3.8 Accommodation for offenders

Accommodation for offenders (Proposal 4)

- Personalised housing support plans developed with those due to leave prison or probation accommodation leading to reduced homelessness / increased tenancy sustainment / reduced recidivism
- Specialist offender accommodation reserved for those with a recent offending history (supported by the Police and Crime Commissioner)

3.8.1 Progress to date

- Personalised housing support plans developed between probation and housing services to provide tailored advice for offenders.

- Housing services working with probation services to commission accommodation-based housing related support services for offenders.

3.8.2 What next?

- Tendering exercise to begin Autumn 2018 for specialist offender accommodation services.

3.9 Accommodation for young people

Accommodation for young people (Proposal 5)

- Joint assessment and commissioning of housing-related support services for young people (aged 16-24) between Children's & Housing Services
- A wider range of types, and providers of housing support services that can better meet the individual needs of young people

3.9.1 Progress to date

- Ongoing work between housing and children's services as part of a wider children's placement sufficiency audit process to assess the current and future need and types of supported accommodation required.

3.9.2 What next?

- Commissioning of supported accommodation for young people (aged 16+ and up to 24 years old) to begin early 2019.

3.10 Accommodation for singles

Accommodation for singles (Proposal 6)

- A greater range of accommodation options for single people including options for individuals rough sleeping who do not want to use the current temporary accommodation with support model
- Establish a Housing Company and use right-to-buy receipts to deliver more affordable housing
- Joint working with Public Health & Leicestershire Partnership NHS Trust to deliver Housing First that is integrated with mental health and primary care services. Housing First is a new evidence based approach that aims to provide a stable, independent home and intensive personalised support and case management to homeless people with multiple and complex needs.

3.10.1 Progress to date

- Leicester City Council is currently looking at options to establish a 'safe place to stay' & has bid for funding through the Local Government Advisors programme to look at options for establishing this accommodation in Leicester.
- Partnership working with the Job Centres to establish 'job clubs' at the Dawn Centre & The Bridge.
- A project team led by Public Health has established a Psychologically Informed Environments (PIE) project to look at the meeting the needs of individuals who are homeless but have complex / multiple needs.
- Housing Leicester Ltd has been set up as Leicester's housing company to deliver affordable housing, private rented properties and houses for sale. Phase 1 sites identified to deliver new affordable rent homes.

3.10.2 What next?

- Potential funding secured through the Rough Sleeping Initiative programme for 2019/20 to establish a 'safe place to stay'.
- Be in position to start commissioning accommodation-based housing related support early 2019.
- Leicester's housing company is currently identifying sites for phase 2 and aim to deliver in excess of 300 new houses during 2019/20 and 2020/21.
- Project to explore the viability of a social lettings agency for Leicester and improving access to the private sector. The government have announced they will be launching a competitive bidding process for £20m of private rented access scheme funding. Leicester will view the prospectus and consider bidding.
- Explore potential to bid to the government's Move-On Fund that is providing capital grants contributing towards the costs of developing move-on accommodation for people living in hostels and supported housing and revenue funding for on-going tenancy support costs.
- Working in partnership with East Midlands Housing Association and Action Homeless to develop a pilot Housing First scheme.

3.11 Housing-related support

Housing-related support (Proposal 7)

- Reviewed existing non-accommodation based housing-related support to establish the amount and types of support that are most effective and new services commissioned to meet identified needs
- Support services available and timely referrals are made to prevent homelessness from occurring, help people transition between accommodation and to sustain their existing accommodation

3.11.1 Progress to date / What next?

- This work will start in the later phases of implementation

3.12 Support for rough sleepers & repeat homeless

Support for rough sleepers & repeat homeless (Proposal 8)

- A new transitions service that can support all rough sleepers from the streets to a home
- A range of options available, from Housing First to short-stay accommodation, that meets individual needs to break the cycle of homelessness
- Support for individuals with no recourse to public funds to find a home and employment

3.12.1 Progress to date

- Successful funding secured through the Rough Sleeping Initiative programme for 2018/19 (£265k) and conditional funding for 2019/20 (£350k) to help reduce the numbers of people sleeping rough in Leicester. This means before this winter there will be dedicated staff providing support to people sleeping rough to help them off the streets. The council is also working with Action Homeless, a local homelessness charity, who will provide an additional 20 accommodation spaces for people who have been sleeping rough.
- Reducing numbers on repeat homeless list (31 2016/17 to 19 2017/18).
- Options being developed for a Review of Homelessness Services Management Structure. A new management structure will facilitate the service changes

required to deliver the next homelessness strategy. An organisational review will be required to make changes to the current management structure.

3.12.2 *What next?*

- Delivery of the Rough Sleeping Initiative programme of work to reduce rough sleeping in Leicester.
- Exploring opportunities to bid for additional funding as part of the government's controlling migration fund to provide support to rough sleepers who are person's from abroad (PFA) and look at potential to develop services for non-UK nationals that sleep rough in Leicester.

3.13 Day centres

Day centres (Proposal 9)

- An analysis of non-accommodation based support services available for homeless people and work with all services providing support in the city to improve coordination and identify what services homeless people value and how they are best delivered
- A new alcohol recovery hub that provides a wider range of activities and services to help people recover from dependence and improve their health and wellbeing

3.13.1 *Progress to date*

- 'No5' opened in May 2018 commissioned by the council and the police and crime commissioner the Recovery Hub offers a safe space for street drinkers and others in need of additional support. Through collaborative working with other agencies, staff at the Recovery Hub engage service users when they are ready, to help them make positive life choices and to move forward with the necessary help and support, tailored to each individual.

3.13.2 *What next?*

- An analysis of non-accommodation based support service (i.e. day services available for homeless people to use) will start in the later phases of implementation.

Housing Scrutiny Commission

Empty Homes Update

Assistant Mayor for Housing: Councillor Andy Connelly

Date: 26th. November 2018

Lead director: Chris Burgin

Useful information

- Ward(s) affected: potentially all
- Report author: Simon Nicholls/Carole Thompson
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version number: V.2

1. Purpose of report

To update members of the Housing Scrutiny commission on the work that the Empty Homes Team are doing to bring long term private sector homes back into use.

2. Supporting evidence

How do we monitor long term empty homes and how many are there at the moment?

The Empty Homes strategy was agreed by the Executive

The Empty Homes strategy comes into effect once a property has been empty for 18 months. A list of potentially empty properties is supplied by Council Tax team. On receipt of this list the team visits properties to confirm whether they are empty, if not then the Council Tax team is informed, if so they are added to the caseload.

We report on properties that have been empty for 18 months, 5 years and 10 years.

The table below shows the number of properties empty now compared to the same time last year:

	June 2017				October 2018			
	C/Tax Total	EHT Total	*EHT Active	EHT Stage 0	C/Tax Total	EHT Total	*EHT Active	EHT Stage 0
18 months	1136	354	298	56	1163	348	286	62
5 years	386	64	63	1	419	52	52	0
10 years	171	16	16	0	173	6	6	0

Note: (EHT Active Caseload)

*Difference between CTax total and EHT total is the exclusion of 2nd homes, NPH and misinformation properties

Key: Empty Homes Team (EHT), Non-priority housing (NPH), Council Tax (CTax)

What do we do to bring empty homes back into use?

- We contact all owners, where possible, at an early stage;
- We provide advice and support and give them options they may want to follow;

- We offer an online portal, so they can keep in touch with us, advising us of progress;
- We can offer practical assistance through leasing schemes such as HomeComeLease, LeicesterLet;
- If they intend to improve the property, provide the Housing Divisions List of Builders if requested;
- If the property is undergoing renovation and refurbishment work to reduce VAT from 20% to 5% we provide certification that the property has been empty over 2 years, if requested;
- Negotiate reasonable timescales and enter into Undertakings with owners who decide to carry out renovation/refurbishment works prior to moving in themselves, letting to tenants or selling.

Keeping Council Tax Informed: After we have received the monthly list of properties that have been empty for 18 months from the Council Tax team we verify this information. If we establish that the property is occupied we tell the Council Tax team so they can pursue any outstanding monies with the occupiers, if the property is confirmed as empty it is added to the caseload. If a property remains empty by the time it reaches Stage 5, when costings are requested, and the property is valued, we advise the Council Tax team so they can raise a charging order to recover any outstanding council tax arrears.

New Homes Bonus: Even though the Secretary of State for Communities announced in December 2016 that the time that you can claim new homes bonus for had reduced from 6 to 5 years for 2017-18 and to 4 years from 2018-19 it is still a significant amount of money and income for the council.

Compulsory Purchase of Empty Properties: As a last resort the Empty Homes strategy allows us to Compulsory Purchase (CPO) where owners are non-compliant, and properties remain unimproved and unoccupied. In October 2018 we currently have 9 properties will Legal Services that are in process of CPO including 4 on "Hold" because owners have made progress to bring their property back into occupation, so we are actively working with them. It must be stressed that CPO is always used as a last resort.

These cases tend to be complex, often dealing with absent owners, owners that may be terminally ill, in residential care or there is an ongoing legal dispute. We work closely with Legal Services and host bi quarterly forums with Legal and Property Services to ensure we share information and the cases are progressed.

We have encountered an issue with some properties where a local company is seeking to claim ownership and title to properties subject to CPO action, putting up notices at several of the empty properties approved by the Executive where the decision is in the public domain. The Empty Homes Team – with the support of Legal Services – are investigating these and the legal basis of these claims. We are continuing to proceed with the Compulsory Purchase process in all cases unless evidence relating to a change in ownership or title to a particular case is provided.

Negotiated Purchase: If a property has been empty in excess of 5 years and the owner has engaged with us we will consider purchasing the property from them. We then sell the property at auction on the open market. The buyer has to enter into an Undertaking to bring the property back into use within 2 years of purchase. We are considering this option for 3 properties currently.

10-Year Empty Letter: We often get asked why we have properties empty over 10 years. One of the main reasons is because owners change and when this happens the process must start again. This is because the CPO is against the owner not the property.

We have taken a more robust stance since November 2015 and this has proved very successful and has contributed to the ongoing reduction in the 10-year empty figures which was 24 then and is now down to 6.

Data Analysis: We want our information to be correct and meaningful so we analyse our data on a monthly basis, for example some properties maybe classed as second homes/non-priority and misinformation initially but this can change and if it does it is added back to the caseload.

Bid to the Transformation Fund: We submitted a bid to the transformation fund with the intention of increasing the number of empty homes officers and funding additional legal support to help with the CPO process. This has proved to be a huge success and has contributed significantly to the success of the team.

Flood risk properties: The empty homes team now have a process for dealing with empty properties that fall within a flood plain and require a Flood Risk Assessment. This means the empty homes team are now able to progress these types of empty properties right through to CPO if necessary.

3. Details of Scrutiny

Report prepared for Housing Scrutiny Commission.

4. Financial, legal and other implications

4.1 Financial implications

By bringing properties back into use, the Council benefits financially through increased collection of Council Tax and additional income through the New Homes Bonus.

Stuart McAvoy – Principal Accountant (Housing)

4.2 Legal implications

The Council is entitled to acquire land and property for the purpose of providing housing in accordance with Sections 9 and 17 of the Housing Act 1985 (as amended). This includes acquisition by or if considered appropriate by the use of compulsory purchase powers. As explained in this Report the Council will need to ensure that any acquisition or other action (including use of Compulsory Purchase powers) is in accordance with the Council's adopted Empty Homes Strategy and is compliance with both the legal basis and criteria for compulsory purchase (including published guidance).

John McIvor, Principal Lawyer, ext. 37-1409

4.3 Climate Change and Carbon Reduction implications

By bringing empty homes back into use the council is making a small but significant contribution to minimising Leicester's carbon emissions by reducing the need for new homes to be built. Construction of new homes generates carbon emissions during the construction activity, and construction materials can have substantial 'embodied emissions' and other environmental impacts arising from the extraction of raw materials, product manufacture and transport.

Duncan Bell, Corporate Environmental Consultant. Ext. 37 2249

4.4 Equalities Implications

In carrying out its duties, the council must comply with the public sector equality duty (Equality Act 2010) by paying due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

Bringing empty homes back into use can help to meet demand for affordable housing in the city and potentially households on the housing register, and provide housing for people in need of a home. Empty homes brought back into use can help to meet the diverse housing needs of all sections of our communities

The benefits of returning an empty home into use can impact on the wider community, homes that are lived in help to support safer communities.

The impacts of returning empty homes into use would be positive on people from across all protected characteristics.

Surinder Singh Equalities Officer 37 4148

5. Background information and other papers:

N/A

6. Summary of appendices:

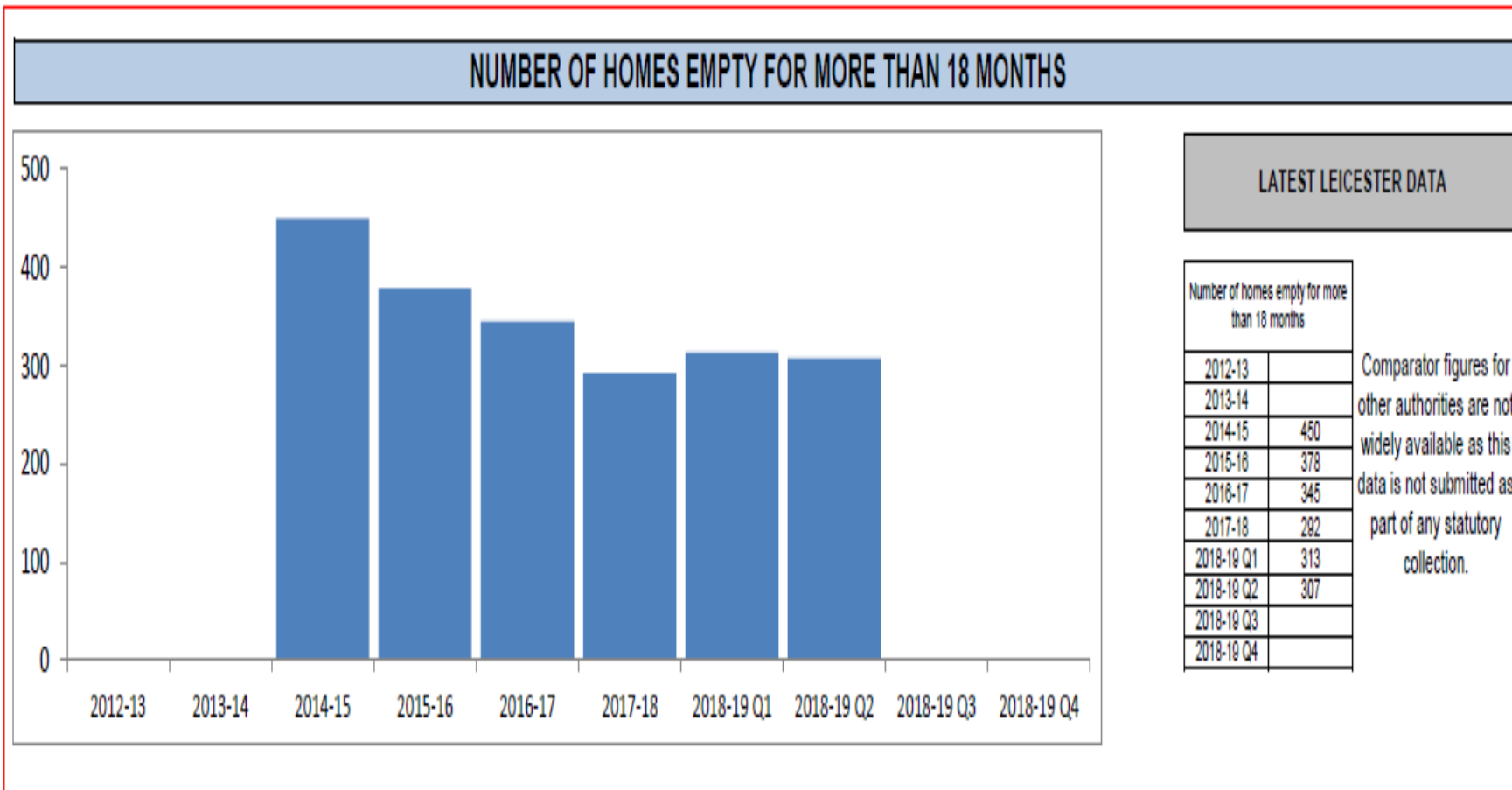
Appendix A – summary of homes empty for more than 18 months

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



LATEST LEICESTER DATA

Number of homes empty for more than 18 months	
2012-13	
2013-14	
2014-15	450
2015-16	378
2016-17	345
2017-18	292
2018-19 Q1	313
2018-19 Q2	307
2018-19 Q3	
2018-19 Q4	

Comparator figures for other authorities are not widely available as this data is not submitted as part of any statutory collection.

Tenants' and Leaseholders' Forum Action and Decision Log

27th September 2018

Forum members present: Joe Carrol (Vice Chair), Gwen Clifford, May Jones, Philip Allen, Peter Hookway, Jean Williams, Jill Rhys.

Apologies: Paresh Shah, Jamal Abdulla, Ann Green

No.	Agenda item	Progress
1.	Actions from last meeting	
1.1	May Jones to discuss the issue of bins not being returned to the correct position in bin stores at Neston Gardens.	Issue resolved. Biffa now have keys to access the bin stores.
1.2	Dipesh Joshi to discuss the action being taken to resolve issues raised by Jean Williams with the Team Leader for St Matthews Housing Officer. This related to the increasing issues with grass cutting, rats and pigeons in the area.	Environmental Health have become involved to try and resolve the issues, which could be caused by an underground stack. Identification of funding to address the problem is currently taking place.
1.3	An update to be provided when new "boiler boy" devises will be fitted to condensate pipes in tenant's homes	Rob Webster, the Gas and Heating Services Manager has advised these devises will be installed during repair visits or during annual boiler services. Action: The Forum requested an update on how many had been fitted in tenants' homes in six months' time.
	Gwen Clifford asked for an investigation of a property that was recently let in a poor condition	The issue has been investigated and repair work completed.

	The letter received by Joe Carroll, from Mark Humphrey's in the grounds maintenance service advising of improved inspections and monitoring of this service, to be circulated to forum members.	Completed
2.	Local issues	
2.1	Jean Williams raised the issue of overgrown bushes in the Ottawa Road parking areas in St Matthews. Also, there were a number of dead trees in the area that needed to be removed. Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate	
2.2	Jill Rhys raised concerns that drains were full of weeds in Braunstone that result in flooding. Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate	
2.3	May Jones reported an overgrown tree behind homes in Neston Gardens. Also, there is a flooding issue that has not been resolved by Severn Trent Water Authority Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate	
2.4	Phillip Allen reported an ongoing issue about an outstanding report, and other issues relating illegal car parking, overgrown weeds around Laundry Road, grass cuttings not being removed and operatives making too much noise on Saturday mornings Action: Dipesh Joshi to refer the issues to the Leaseholder Officers to investigate	
2.5	Gwen Clifford advised the Forum that she was involved in dealing with an asbestos issue on Ethel Road. Action: Gwen Clifford to provide an update on the outcome of this at the next meeting	
3.	Parks and Grounds Maintenance presentation	
	Steve Palethorpe and Mark Humphrey came to talk about the work of the Parks and Maintenance service.	

3.1	<p>Jean Williams raised concerns about grounds maintenance issues around Ottawa road and Kashmir road. Also, the maintenance of court yards in St Matthews tended to be neglected.</p> <p>Action: Joe Carroll and Mark Humphrey to let Jean Williams know when the next grounds maintenance inspection will take place in St Matthews so Jean can attend to show them the issues</p>
3.2	<p>Gwen Clifford raised issues about grass cutting in the Rowlatts Hill area.</p> <p>Action: Gwen Clifford to take photographs of the problem areas and share these with Steve Palethorpe and Mark Humphrey to investigate</p>
4. Universal Credit presentation	
	<p>Susan Oosthuizen, from the Adults Skills and Learning service gave a presentation on digital support available for people to help them apply and maintain their Universal Credit claim. This included training courses that were being run in communities.</p> <p>Action: Susan Ossthuizen to supply Joe Carroll with publicity information to display in the Braunstone Frith Community Centre.</p>
5. The role of the Tenants and Leaseholders Forum	
	<p>A discussion took place about the current role of the Tenants and Leaseholders Forum and members made suggestions as to how this should change to ensure it remains effective, also that tenants play a key role in influencing services.</p> <p>Action: Dipesh Joshi to feedback the key points of this discussion to senior managers for consideration.</p> <p>Update: A decision has been made that Helen McGarry and Justin Haywood, Business Change Managers, will facilitate a workshop with Forum members in November to develop formal proposals on how the Forum should change.</p>
6. Social Housing green paper	
	<p>A summary of the Governments' green paper "New deal for Social Housing" was circulated and discussed.</p>

	ACTION: Dipesh Joshi to arrange for the Tenants and Leaseholders Forum to contribute to the response.	
7.	Annual report to Tenants and Leaseholders	
	Dipesh Joshi advised that the Annual Report was currently being prepared and views of the Forum would be sought prior to publication.	
	Action: Dipesh Joshi to circulate the draft Annual report to Forum members for comment prior to publication	
8.	Any other business	
8.1	Phillip Allen stated he had previously requested a repair inspection of his estate but this had not been arranged.	
	Action: Dipesh Joshi to refer this to the Leaseholder Officers to arrange.	
8.2	Jean Williams reported that she was concerned about how the council dealt with victims of anti-social behaviour and questioned whether the support currently in place was adequate.	
	Update: As part of the planned Forum workshop in November a discussion will take place as to how these types of issues raised by members can be better addressed.	
8.3	May Jones advised the Forum that people should be alert to internet scams. In particular she was aware of scams relating to TV licencing and Microsoft	
8.4	Peter Hookway raised concerns about the current venue for the Forum meeting in terms of access arrangements.	
	Action: Dipesh Joshi to ensure future meetings are arranged at ground floor venues	
9.	Next meeting date:	Date: 6 th December 2018 Venue: Ian Marlow Centre

**HOUSING SCRUTINY COMMISSION
WORK PROGRAMME 2018/19**

MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
Meeting Date 25 th June 2018 Agenda Date: 6 th June 2018 Papers despatch: 14 th June 2018	Rent arrears report – Year-end report Voids & Lettings Report – Year-end report Who gets social housing Tenants’ forum notes Work programme	Charlotte McGraw Simon Nicholls Caroline Carpendale	
Meeting Date 20 th August 2018 Agenda Date: 1 st August 2018 Papers despatch: 9 th August 2018	Progress update on Housing Company Voids & Lettings Report Qtr 1 Conditions of Tenancy – consultation Rent arrears report Qtr 1 Empty Homes update report Preparing for winter	Simon Nicholls Simon Nicholls Nick Griffiths Charlotte McGraw Simon Nicholls Simon Nicholls	
Meeting Date 8 th October 2018 Agenda Date: 19 th September 2018 Papers despatch: 27 th Sept 2018	Progress report for Goscote House & Sprinklers update Channel Shift/ IT update Repairs performance and update Report Right to buy strategy – government consultation: council response	Simon Nicholls/Suki Supria Charlotte McGraw Ian Craig Chris Burgin	Consultation closes the day after the commission meeting

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<p>Meeting Date 26th November 2018</p> <p>Agenda Date: 7th November 2018</p> <p>Papers despatch: 15th Nov 2018</p>	<p>Rent arrears report Q2 & Universal Credit roll out update</p> <p>Sheltered Accommodation</p> <p>Homelessness Strategy progress report</p> <p>Empty homes update – numbers refresh</p>	<p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Caroline Carpendale</p> <p>Simon Nichols</p>	
<p>Meeting Date 17th December 2018</p> <p>Agenda meeting 28th November 2018</p> <p>Papers despatch: 7th December 2018</p>	<p>HRA Budget</p>	<p>Chris Burgin</p>	
<p>Meeting Date 7th January 2019</p> <p>Agenda Date: 12th December 2018</p> <p>Papers despatch: 21st December 2018</p>	<p>Repairs performance and update Report</p> <p>Overcrowding project update</p> <p>General Fund – Council Budget</p> <p>Voids & Lettings Report Qtr 2</p>	<p>Ian Craig</p> <p>Caroline Carpendale</p> <p>Alison Greenhill</p> <p>Simon Nicholls</p>	
<p>Meeting Date 11th March 2019</p> <p>Agenda Date: 13th February 2019</p> <p>Papers despatch: 28th February 2019</p>	<p>Rent arrears report Q3</p> <p>Voids & Lettings Report Q3</p> <p>District Service Priorities & performance including ASB service performance</p>	<p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Suki Supria</p>	
<p>To be allocated 2018/19</p>	<p>Service scrutiny of the Dawn Centre Goscote House redevelopment strategy</p>	<p>Simon Nichols</p>	