



# Manifesto Delivery – Housing

Housing Scrutiny Commission: 4<sup>th</sup>. November 2019

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Assistant Mayor for Housing: Cllr Cutkelvin

Lead director: Chris Burgin

## Useful information

- Ward(s) affected: All
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- Report version number: V.1

### 1. Summary

This report provides a progress update to the Housing Scrutiny Commission setting out progress on delivery of the Labour manifesto commitments made in 2019.

Good progress is being by Housing towards the commitments, with seven of the key metrics being completed this period and a further sixteen set in progress. These items have been highlighted in red in the Appendix 1 table.

### 2 Supporting information:

Labour's Manifesto commitments 'For the Many not the few' has eight specific sections covered within the document and the Housing Division will continue to contribute towards many of the broader themes and elements within them.

The document contains 12 main Manifesto commitments that the Housing Division has primary responsibility for delivering. Most of these commitments sit under the Manifesto section 'Homes for All'.

#### **Provide 1,500 more council, social and extra care / tackle housing shortages**

Highlights around progress towards deliver of the manifesto commitments include that the builder procured to build Leicester City Council's next phase of Council housing is on site and now in the build phase.

Work continues and is ongoing towards acquiring properties from the open market, improving their condition and then returning them as Council Housing. Since the manifesto commenced the total has now exceeded 100 new Council homes.

Work is ongoing to deliver a more detailed proposed pipeline of potential sites for further LCC new build phases. Meetings are also planned to drive forward options for delivery of further new affordable homes with Registered providers (Housing Associations) in Leicester.

#### **Reduce the number of families and individuals placed in temporary accommodation / Ensure that no one has to sleep rough**

Good progress has been made with delivery and work completed in this area with the 'MyHome app' one of the first Homelessness advice apps in the Country to be launched in August 2019 by Leicester City Council.

A number of successful bids have been completed to supplement and add to the strength of our services including further funding for a Coordinator, personalised budgets, a new navigator pathway has been launched with Help the Homeless and One Roof and a new landlord incentive scheme aimed at delivering increased access for LCC to private sector housing has also been launched.

### **Make Leicester a place of refuge for those fleeing conflict across the World**

The STAR AMAL team have been working to deliver the commitment to resettle 45 families by 2021. To date 42 families have found homes in Leicester with the final 3 due to arrive shortly ahead of schedule.

### **Establish a home extension fund for council tenants**

A review of existing statutory and severely overcrowded Housing applicants that are LCC tenants is ongoing, this includes a desktop exercise to review the suitability of their property for an extension.

### **Undertake an ongoing £80m council home improvement programme**

Work is ongoing to continue to invest in council homes and this year Housing are on target to invest over £26m alone this year in council housing improvement.

### **Continue our environmental investment programme on council land and estates**

A £750k budget has been approved through the HRA budget for the Environment budget to invest and improve the neighbourhood environment and work to complete works is progressing well.

There is also targeted and joined up work to enhance the area in the St Peters & St Matthews neighbourhoods taking place.

### **Summary of appendices:**

Appendix 1 – Table of Manifesto Commitments

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Provide 1,500 more council, social and extra care homes	Delivery of new residential acquisitions, new house building and Extra care schemes	2019/2020  Nov 19	<p>Delivery as per agreed 10 year ASC plan agreed with CM on 25.7.2019, which sets out the housing need for vulnerable people, including proposed numbers per year and potential sites (155 build on 2 sites commence in 2019/20) .</p> <p><b>IN PROGRESS</b> - A clear four year delivery plan covering acquisitions &amp; LCC new property build is agreed with LM by November 2019 and delivered as per the agreed projection - reported annually.</p>
Use our housing company to tackle housing shortages	<p>1. Provide Social Housing through LCC HRA to achieve affordability and accessibility (especially for those with barriers to Housing for such reasons as on Benefits</p> <p>2. Deliver new Affordable Housing for the same reason as above</p> <p>3. Target hard to use/small/less profitable spaces that the open market would not develop</p> <p>4. Provide housing types not delivered by the market including bungalows / adapted properties</p>	<p>Completion Aug 2020</p> <p>Planning Oct 2019 &amp; on site Summer 20</p> <p>November 2019</p> <p>Ongoing</p> <p>2019 - 2023</p> <p>Ongoing</p>	<p><b>IN PROGRESS</b> - Delivery of Housing Leicester Phase 1 of new Social Housing delivering 29 units across 6 small sites including bungalows which are wheelchair accessible – <b>The builder is now on site and in the build phase.</b></p> <p><b>IN PROGRESS</b> - Planning ongoing for Phase 2 A for a further 100 units again using a mix of small, low margin sites.</p> <p><b>IN PROGRESS</b> - A pipeline of sites to be identified and agreed for the 4 year term by November 2019.</p> <p><b>IN PROGRESS</b> - <b>The Council has now acquired in excess of 100 open market homes to improve their condition and deliver new affordable Council housing.</b></p> <p>Delivery of agreed pipeline</p> <p>KPI reporting on percentage of adapted properties, bungalows and use of small/hard to use to be reported.</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Reduce the number of families and individuals placed in temporary accommodation.	<ol style="list-style-type: none"> <li>1. Delivery of new Social and Affordable Housing</li> <li>2. Maximise the existing Homelessness service provision to achieve the best prevention rates</li> <li>3. Deliver an increased offer of stepped accommodation</li> <li>4. Continue to bid for additional funding that can be utilised to strengthen the Homeless service</li> <li>5. Work with Registered Providers to deliver access to permanent accommodation</li> </ol>	As above	
		August 2019	<p>Social Housing delivery as per 1500 units commitment plan</p> <p><b>COMPLETED</b> - Hard roll out of the 'MyHome app' in August 2019 to increase the service offer to 24/7 for Housing advice and also channel shift low level enquiries enabling Homelessness prevention officers to focus on more complex cases</p>
		August 2019	<p><b>COMPLETED</b> - LCC has just successfully bid for MHCLG funding for additional Homelessness services enabling the funding for a homelessness Coordinator and personalised budgets to be delivered in 2019/20.</p>
		Full spend 2019/20	<p><b>COMPLETED</b> - LCC has also just successfully bid for funding from the Rapid Rehousing pathway to facilitate funding for a Landlords incentive scheme, additional top up funding for personalised budgets</p>
		Sept 19 20/21	<p><b>COMPLETED</b> - Navigator pathways set up with multiple front line voluntary groups - September 19.</p> <p>Additional units of stepped accommodation are delivered (60 Housing First units and 50 Semi independent units by 20/21)</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Ensure that no-one has to sleep rough on our streets	<ol style="list-style-type: none"> <li>1. Delivery of the Homelessness strategy actions</li> <li>2. Development and embedding of the Homelessness Charter (including delivery of diverted giving scheme, enhanced communications for the public, service users and stakeholders and alternative forms of housing provision not currently available to meet the needs of those with NRPF)</li> <li>3. Continue to bid for additional pots of funding to invest in to Homelessness services across Leicester</li> </ol>	<p>as per action plan COMPLETED</p> <p>Summer 20</p> <p>Autumn 19</p> <p>Ongoing</p> <p>Winter 19</p> <p>2019/20</p>	<p>Ongoing delivery of the homeless strategy actions including <b>COMPLETED</b> - procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20.</p> <p><b>IN PROGRESS</b> - Temporary accommodation for singles (including Dawn Centre) is ongoing. Re-procurement of the agreed profile by Summer 20.</p> <p><b>IN PROGRESS</b> - Work is also ongoing with an organisation to facilitate work placement and work opportunities for those whom are Homeless. Aim to have this set up Autumn 19.</p> <p><b>ONGOING</b> - The Homelessness Charter has been launched and a Management group is now set up to oversee the Action Groups covering (Health, Accommodation, Training &amp; Employment, Funding, Destitution). Each Action group now has a small number of actions to take forward and deliver.</p> <p><b>IN PROGRESS</b> - Delivery of a diverted giving scheme - before Winter 2019</p> <p><b>COMPLETED</b> - LCC has successfully bid for MHCLG funding for 19/20 totalling £340k to deliver a coordinator and personal allowances</p> <p><b>COMPLETED</b> - LCC has also just been successful in a bid to the Rapid Rehousing pathway for £211k to facilitate a Landlord incentive scheme, personal allowances and additional navigator staffing to be set up in 19/20</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
<p>Establish a residential facility for people experiencing multiple and complex needs, many of whom are rough sleeping</p>	<p>Business case setting out viability and pathway to delivery of the purchase of unit(s) for this purpose alongside the delivery of wrap around health and support services specific to these units</p>	<p>as per project timelines</p>	<p>Approval of Business case, Purchase of units Design of service and delivery/launch of service</p>
<p>Support further work to meet complex needs experienced by women and BAME communities who may not be sleeping on our streets but are homeless.</p>	<p>A high level focussed piece of work is undertaken to establish existing provision in Leicester and to identify any weaknesses or gaps that can then be developed for ongoing consideration</p>	<p>2020/21</p>	<p>Service review is completed September 20 and recommendations considered by Assistant Mayor</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
<p>Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning</p>	<ol style="list-style-type: none"> <li>1. Ongoing delivery of the Vulnerable Person Resettlement scheme as per the original commitment.</li> <li>2. Develop relations with Nationals and local providers of services for this group.</li> </ol>	<p>Spring 20</p>	<p><b>IN PROGRESS</b> - Resettlement of 45 families through the existing resettlement scheme by 2021 and delivery against KPIs set within that for families accessing support eg registering with a GP and dentist, developing English language skills and taking up employment. Resettlement of further families against any future agreed target. – <b>42 families have now arrived through this work and a final three are due to arrive shortly to complete the original commitment</b></p>
<p>Maintain our existing adaptation services for all homeowners and undertake a programme of council housing adaptations to allow people with disabilities to remain or move into our properties</p>	<ol style="list-style-type: none"> <li>1. Continue to deliver a timely service to those requiring adaptations and achieve full use of the funding.</li> <li>2. Ongoing development and challenge to ensure effective delivery for service users in a timely way</li> <li>3. Review and individual plan for all those on the Housing register requiring adaptations</li> </ol>	<p>Ongoing</p> <p>Ongoing</p> <p>Spring 20</p>	<p><b>ONGOING</b> - Achieve full spend of available budgets in GF/HRA</p> <p><b>ONGOING</b> - Engaging staff in a review of business processes to maximise joint work and the effective use of DFG resources</p> <p>Completion of review of cases by Winter 2019 and individual plans in place by Spring 20</p>



Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
<p>Establish a home extension fund for council tenants to reduce overcrowding in council properties</p>	<p>A fund is set up in the HRA to process and deliver house extensions for those housing register applicants that are Council tenants and are severely/statutorily overcrowded where is it possible to extend their existing property to meet their need.</p>	<p>Autumn 2019 then ongoing delivery</p>	<p><b>IN PROGRESS</b> - A fund of £500k for 2019/20 has been approved for a home extension fund in the HRA Budget report in February 2019 and a defined process of use is being determined and metric will be measure of spend and number of tenants assisted. <b>A review of existing statutory and severely overcrowded Housing applicants that are LCC tenants is ongoing – this includes a desktop exercise to review the suitability of their property for an extension.</b></p>
<p>Undertake an ongoing £80m council home improvement programme</p>	<p>Capital investment to maintain and improve the standard of Council housing continues in line with approved HRA Budget</p>	<p>as per spend per year</p>	<p><b>IN PROGRESS</b> - A council housing improvement programme in 19/20 £26m, 20/21 £18m, 21/22 £18m and 22/23 £18m totalling £80m is delivered.</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Continue our environmental investment programme on council land and estates	<p>1. Joint annual programme of parking layby and hardstanding areas has been developed. Programme is part HRA funded and part Highways LEW funded. 2. To continue to provide an Environmental budget for investment and improve Council Housing estates.</p> <p>3. Continue to fund a Neighbourhood Improvement service that's primary focus is estate based improvement work</p> <p>4. Estate Warden service provided on Council Housing estates is maintained</p> <p>5. Continue to fund capital investment to enhance LCC Council owned stock to enhance its look</p> <p>6. Strategic selection of new build sites on estates to address environmental issues</p>	<p>2019/20</p> <p>March 2020 and annually in 20/21, 21/22 and 22/23</p> <p>Ongoing</p> <p>Ongoing</p> <p>2019/20</p> <p>Summer 19 then ongoing</p> <p>Ongoing</p>	<p><b>IN PROGRESS</b> - Completion of annual programme for 2019/20 of parking/laybys.</p> <p><b>IN PROGRESS</b> - A £750k budget has been approved through the HRA budget for the Environment budget and this is proposed to continue for the following 3 years. Full delivery of approved schemes and spend of budget.</p> <p><b>IN PROGRESS</b> - The NIO service has been extended to provide a 12 month work placement opportunity with the continued focus upon estate based improvement projects and work</p> <p><b>IN PROGRESS</b> – Targetted joined up work to enhance the area in the St Peters &amp; St Matthews neighbourhoods</p> <p><b>ONGOING</b> - The HRA continue to fund an Estate Warden Service that proactively targets estate based areas to maintain and enhance their appearance</p> <p><b>IN PROGRESS</b> - Capital investment of £100k in neighbourhood pathways in 19/20</p> <p><b>IN PROGRESS</b> - A project is ongoing to deliver LCC owned Sheltered Housing scheme improvements across the City with proposals being defined by Summer 19 and agreed schemes first phase of Sheltered units agreed and progressed</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Provide free wifi on council estates	Delivery of new wifi networks on Council Housing estates to increase choice, drive down cost and in communal settings facilitate free roaming wifi		<b>IN PROGRESS</b> - Delivery of key actions. Discussions ongoing with potential providers. Timeline and actions to be determined after these discussions

