



Manifesto Delivery – Housing

Housing Scrutiny Commission: 7th July 2020

Assistant Mayor for Housing: Cllr Cutkelvin

Lead director: Chris Burgin

Useful information

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- Report version number: V.1

1. Summary

1.1 This report provides a progress update to the Housing Scrutiny Commission setting out progress on delivery of the Labour manifesto commitments made in 2019, and is an update on progress since November 2019 when the last update was provided on the matter to the Housing Scrutiny commission

1.2 Since that last update there have been significant national and global event with the Pandemic outbreak of COVID 19 in March 2020. This report provides an update on the impact of the pandemic on the Housing manifest commitments

1.3 Good progress continues to be made by Housing towards the commitments, with 13 of the key metrics being completed this year and a further 18 set in progress or ongoing.

1.4 Some challenges exist in 20/21 to the speed at which delivery on these manifesto commitments can be delivered.

2 Supporting information:

2.1 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.

2.2 The document contains 11 main Manifesto commitments that the Housing Division has primary responsibility for delivering. Most of these commitments sit under the Manifesto section 'Homes for All'.

2.3 Maintain our Adaptations service for all home owners & Council tenants

2.3.1 Strong progress and work has been delivered in 2019 on this manifesto commitment with 529 people assisted to stay in their homes through adaptations completed in private homes and council tenant homes with a total of over £3m invested in achieving this.

2.3.2 In 2020/21 in order to enhance and deliver this commitment, the City Mayor and Council have agreed to increase the total budget for this work to £4.3m across the General Fund and Housing Revenue account budget.

2.3.3 The Current COVID pandemic does pose problems of access to often vulnerable

people properties to undertake these adaptations.

2.4 Undertake an ongoing £80m council home improvement programme

2.4.1 In 2019/20 the HRA has spent over £40m towards new council housing and investing in our existing Council property stock which has included over £15m of investment and improvements to our existing housing stock.

2.4.2 In 20/21 it was planned to spend a further £49m towards new Council housing and investment in our existing stock including £18m in improvements to our stock. Due to COVID the programme in 20/21 is very likely to be underspent because of the difficulty of delivering certain types of work. Officers are working to do what they can to mitigate this and to increase capital work in more deliverable areas and this is currently being reviewed linked to the changing dynamics of the pandemic.

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

2.5.1 Much of our capital work on properties including our new builds stopped during the pandemic. The contractor building phase 1 of the Council house new builds stopped work on the 30th. March, at the same time as the rest of the construction industry, but 3 weeks ago they restarted working at all 6 sites. They were originally due to be completed this financial year and they are still on track to do this.

2.5.2 Preconstruction work on future phases has continued and whilst there have been minor delays we do not expect them to have a negative impact on the overall manifesto commitment period.

2.5.3 We have continued to negotiate on some larger acquisitions which we still hope will complete this financial year that have, so far, not been affected.

2.5.4 Our council house Acquisition programme has been impacted, we will have completed on 17 properties in the first quarter of the current financial year, this is half the normal number. Fortunately, we are now able to, and have started, viewing potential acquisitions and will look to increase the numbers in the remaining 3 quarters to hopefully mitigate the impact of the reduced numbers in quarter 1.

2.5.5 In this last financial year and first year of the Manifesto commitments we have delivered a total of 295 new Affordable Homes towards the objective of 1500.

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

2.6.1 Due to the COVID pandemic as of the 10th June, we have 156 homeless single people in Covid 19 temporary accommodation to meet the Government commitment to get everyone off the street. To achieve this we have used hotels and some self-contained flats. Through the lockdown period we have been able to engage and support some of the most entrenched rough sleepers and bring them into temporary accommodation. This has been an opportunity and in the main most of those accommodated have remained safe and well.

2.6.2 We have developed a Next Steps Strategy to continue with this important work with the principle objective that no one will return to the streets. We are now working

hard on their transition into more settled accommodation and have so far successfully moved 45 into accommodation-based support with a further 20 in progress. A full action plan has been developed and we are prioritising the move on of those in hotels and B&Bs.

2.6.3 As an authority we are already working to amass 170 additional units to meet this challenge, mainly through LCC stock, Additional private furnished accommodation and newly purchased & leased properties.

2.6.4 From a families perspective we currently have no one in B&B's and have also now completed the exercise to empty the existing temporary accommodation Border House. This is a step towards achieving the commitment and drive towards homes not hostels

2.7 Establish a home extension fund for council tenants

2.7.1 This commitment has been met and a home extension fund for Leicester City Council tenants has been set up and funding of £500k has been set with the HRA budget for 2020/21. The focus of the scheme is those in overcrowded homes that can be extended.

2.7.2 A number of properties have been identified and are in preparation. COVID 19 may impact the scheme if lockdown and social distancing measures remain in place over the medium term.

2.8 Continue our environmental investment programme on council land and estates

2.8.1 The Council spent a further £750k on Environmental works on Housing estates in 2019/20 and a further £750k is budgeted for 2020/21. Again work is ongoing to review the impact of COVID and revise the programme to achieve maximum spend however COVID 19 does place this at risk.

2.8.2 In the 2020/21 HRA budget a total of £5m has been approved from 2020 through to 2023 to enhance the area in the St Peters & St Matthews neighbourhoods. Work has commenced to set this project up and will work to reconfigure the programme to deliver schemes within the current climate and events through 20/21 before hopefully returning to other important work in later years.

Summary of appendices:

Appendix 1 – Table of Manifesto Commitments

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics	Progress update
Use our housing company to tackle housing shortages	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 2. Deliver new Affordable Housing for the same reason as above 3. Target hard to use/small/less profitable spaces that the open market would not develop 4. Provide housing types not delivered by the market including bungalows / adapted properties	on going	Delivery of new build, extra care and acquired properties. Percentage of adapted properties and bungalows.	<p>IN PROGRESS - Delivery of Housing Leicester Phase 1 of new Social Housing delivering 29 units across 6 small sites including bungalows which are wheelchair accessible – Delayed for 8 wks due to COVID The builder is now on site and in the build phase. Completion was due Summer 2020 now anticipated to be Winter 2020. Two extra care units are now on site (Tilling and Hamelin) which will deliver up to 170 units later this year and in to 2021</p> <p>IN PROGRESS - Planning ongoing for Phase 2 A - Saffron Veolodrome is in for full planning for 38 properties and procurement is ongoing to secure a builder for this site. Aliming to start build as planned in January 2021. Additional Phase 2 sites are also being worked on to deliver a further 30 new units.</p> <p>IN PROGRESS - Phase 3 Laneborough Road - Planning permission submitted w/c 4/5 to build an additional 61 units.</p> <p>IN PROGRESS - A pipeline of sites to be identified and agreed for the 4 year term.</p> <p>IN PROGRESS - The Council has now acquired in excess of 258 open market homes to improve their condition and deliver new affordable Council housing spending over £38.5m. Discussions are ongoing with UHL and valuation being determined on the purchase of 175 more homes, acquisition of market homes continuing and other opportunities also being explored.</p>
Provide 1,500 more council, social and extra care homes	Delivery of new residential acquisitions, new house building and Extra care schemes	as per agreed projection	As in AFC8. A clear four year delivery plan covering acquisitions & LCC new property build is agreed with LM in August 2019 and delivered as per the agreed projection - reported annually.	See AFC8. In progress, a clear 4 year delivery plan covering acquisitions and LCC new p
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		Delivery of key actions.	In progress, Delivery of key actions progress is being made in the development of tender :

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Support further work to meet complex needs experienced by women and BAME	A broad Service review is undertaken to establish existing provision in Leicester and to identify any weaknesses or gaps that can then be developed	2020/21	Service review is completed and recommendations considered by Assistant Mayor	This work is not yet programmed to commence and is planned to start in 21/22
<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>	Ongoing development and challenge to ensure effective delivery for service users in a timely way	ongoing	<p>Engaging staff in a review of business processes to maximise joint work and the effective use of DFG resources</p> <p>Continue to deliver a timely service to those requiring adaptations and achieve full use of the funding.</p> <p>Ongoing development and challenge to ensure effective delivery for service users in a timely way</p> <p>Review and individual plan for all those on the Housing register requiring adaptations</p>	<p>External Audit requested as part of Annual Audit programme, to support with service development and ensure risks are understood / mitigated</p> <p>COMPLETED - A total of 527 adaptation/DFGs have been completed in 2019/20</p> <p>COMPLETED Increased capital bid for the scheme approved for £3m for 20/21 to tackle any waiting list and ensure that all requests are then dealt with from point of request. Delivery of the 20/21 programme is at risk due to the current COVID virus and the vulnerable client group we work with. Work has started to establish the viability of safe delivery of schemes (including assessments of clients)</p> <p>ONGOING - Engaging staff in a review of business processes to maximise joint work and the effective use of DFG resources</p>
Undertake an ongoing £80m council home improvement programme	Capital investment to maintain and improve the standard of Council housing continues in line with approved HRA Budget	as per spend per year	A council housing improvement programme in 19/20 £59m, 20/21 £17m, 21/22 £17m and 22/23 £17m totalling £110m is delivered.	<p>COMPLETED - council housing improvement programme in 19/20 of £59m delivered, in excess of anticipated level of investment.</p> <p>ONGOING - The HRA budget for 20/21 has been approved and will continue to invest £17m each year making a total spend of £110m over 4 years.</p> <p>Existing challenges with COVID will create additional challenges in the delivery of some aspects of the current investment programme in 20/21. Work is ongoing to mitigate the impact of this</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics	Progress update
<p>Ensure that no-one has to sleep rough on our streets</p>	<ol style="list-style-type: none"> 1. Delivery of the Homelessness strategy actions 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) 3. Continue to bid for additional pots of funding to invest in to Homelessness services across Leicester 		<p>Number of rough sleepers on the annual and quarterly count</p>	<p>Ongoing delivery of the homeless strategy actions including</p> <p>COMPLETED - procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20.</p> <p>COMPLETED - Temporary accommodation for singles - exercise complete and part procured</p> <p>IN PROGRESS - Procurement of Floating support services</p> <p>IN PROGRESS Wider work to develop the offer at the Dawn Centre is ongoing. Alongside the development of increased numbers and types of stepped accommodation for singles. The service offer and internal configuration of this service area to deliver this has also started.</p> <p>IN PROGRESS - Launch of the St Mungos Hub to facilitate work placement and work opportunities for those whom are Homeless was due to be 7th May but is on hold due to COVID</p> <p>ONGOING - The Homelessness Charter has been launched and has to date delivered a Full City Wide offer for Diverted Giving achieving over £22k in its first objective. It has also expanded information through the use of an online Directory. It has also enhanced relationships between LCC and key stakeholders in the Homeless sector and brought on board business to work together.</p> <p>COMPLETED - LCC has successfully bid and spent MHCLG funding for 19/20 totalling £544k to deliver a coordinator and personal allowances. It has also successfully bid for £700k of funding for 20/21 to continue this work.</p> <p>IN PROGRESS - The COVID pandemic has led to a massive increase in demand and people accessing temporary accommodation services with at its peak over 175 people in single TA. This is in part a result of the need to temporarily close Dorm beds, Safe Space and Winter night shelter. The immediate priority when feasible will be to provide permanent move on accommodation for these individuals.</p>

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<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 it is possible to extend their existing property to meet their need.</p>	<p>Autumn 2019 then ongoing delivery</p>	<p>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</p>	<p>COMPLETED - A review of existing statutory and severely overcrowded Housing applicants that are LCC tenants is completed and this has generated a potential 44 case that require further exploration. ONGOING - A small number of units have been identified and extension plans are being drawn up. Other identified cases are now being explored IN PROGRESS - A fund of £500k for 2020/22 has been approved as part of the HRA budget in Full Council Feb 20 for home extension fund. This fund is now being utilised to undertake the identified extensions. A number of initial properties have been identified and had been progressing prior to COVID. The ability to be able to deliver this scheme in the current climate will be challenging and therefore spend in 20/21 is anticipated to be low. The</p>
<p>Continue our environmental investment programme on council land and estates</p>	<p>1. Joint annual programme of parking layby and hardstanding areas has been developed. Programme is part HRA funded and part Highways LEW funded. Programme to be taken to NPT Board for review. Executive decision required to release Highways LEW policy provision to support this work. 2. To continue to provide an Environmental budget for investment and improve Council Housing estates. 3. Continue to fund a Neighbourhood Improvement service that's primary focus is estate based improvement work 4. Estate Warden service provided on Council Housing estates is maintained 5. Continue to fund capital investment to enhance LCC Council owned stock to enhance its look 6. Strategic selection of new build sites on estates to address environmental issues</p>	<p>on going</p>		<p>COMPLETED - Completion of annual programme for 2019/20 of parking/laybys COMPLETED - Full spend of £750k Environmental budget has been achieved and all schemes completed. Approved budget in 20/21 of £750k to continue to invest in estate improvements. A review of the existing schemes is taking place in light of COVID 19 restrictions in order to achieve maximum delivery of schemes that can progress. COMPLETED - 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 COMPLETED - Budget approval to fund public realm works in St Peters & St Matthews totalling £5m over 3 years 20/21 to 22/23. IN PROGRESS - A project will be mobilised to deliver the agreed schemes (subject to LCC priorities and capacities). COMPLETED - The HRA continues to fund an Estate Warden Service that proactively targets estate based areas to maintain and enhance their appearance COMPLETED - Capital investment of £100k in neighbourhood pathways in 19/20 and approval to continue this in the HRA budget in 20/21 IN PROGRESS - A project is ongoing to deliver LCC owned Sheltered Housing scheme improvements across the City with high level proposals defined and more detailed proposals being developed for initially two schemes IN PROGRESS - Investment & improvement to the Saffron Velodrome car parking to be undertaken in conjunction with the new LCC house building on the adjacent site IN PROGRESS - IN conjunction with delivery of AFC8/HFC1 wider estate investment will be delivered</p>

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<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>Approval of Business case, Purchase of units Design of service and delivery/launch of service</p>	<p>A number of suitable accommodation options have been sourced and currently being utilised for generic temporary housing purposes but the aim is to utilise these for a first PIE unit. PH have commenced discussions with health colleagues over securing appropriate input for such a unit and obtained verbal support. Formal paper being presented to Health Board to obtain funding for support around the unit. Work is ongoing to deliver a proposal for consideration by LM for a single unit with 8 beds to pilot a unit with psychological and health support for 2 years. No further progress.</p>
<p>Reduce the number of families and individuals placed in temporary accommodation.</p>	<p>1. Delivery of new Social and Affordable Housing 2. Maximise the existing Homelessness service provision to achieve the best prevention rates 3. Deliver an increased offer of stepped accommodation 4. Continue to bid for additional funding that can be utilised to strengthen the Homeless service</p>	<p>Number of people prevented from becoming homeless. No of people having to be placed in temporary accommodation</p>	<p>Social Housing delivery as per 1500 units commitment plan - see AFC8 and HFA1 COMPLETED - 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 COMPLETED - LCC has just successfully bid and spent MHCLG funding for additional Homelessness services enabling the funding for a homelessness Coordinator and personalised budgets to be delivered in 2019/20. A further bid has been successful to secure £700k for 2020/21 to continue this work COMPLETED - Navigator pathways set up with multiple front line voluntary groups - September 19. ONGOING - Work is ongoing towards delivering multiple types of stepped accommodation including the PIE environment ONGOING - Work has commenced on the Family Service offer with a move from hostels to homes in local communities. This will include the closure of Border House unit alongside the development of self contained individual units situated in Housing estates to enable people to remain local ONGOING - Work has commenced to procure replacement Floating support services for those facing homelessness</p>

Commitment	Key Actions Required	Key Metrics	Progress update
<p>Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning</p>	<p>Ongoing delivery of the Vulnerable Person Resettlement scheme as per the original commitment and share lessons learned from this across services. Consideration of Govt's recent announcement re: extended Resettlement Scheme and agreement of a suitable response/target for Leicester going forward. Engagement directly with both the Govt and the Regional Migration Board to lobby for improvements to asylum seeker and refugee support and transition arrangements. Where possible (recognising the limitations placed on us by legislation) seek to avoid and relieve hardship for asylum seekers and refugees through our policies and provision for example access to foodbanks . Consider how we can improve internal co-ordination and improve information sharing eg possible option of a Co-ordinator role</p>	<p>Resettlement of 45 families through the existing resettlement scheme 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. For 20/12 Delivery of the new commitment for 28 people through the Vulnerable person resettlement scheme</p>	<p>COMPETED - The original commitment has now been achieved with 45 families moving in to Leicester with teh support of the STAR AMAL team set up to support and coordinate the delivery. This team has been referenced as good practice by MHCLG for its delivery. ONGOING - A commitment by LCC to continue the scheme for a further year with 29 further people being settled in Leicester through the scheme is ongoing</p>