



Update on Key Housing Strategic Priorities

For consideration by: Housing Scrutiny Commission

Date: 29 November 2021

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Chris Burgin
- Author contact details: chris.burgin@leicester.gov.uk
- Report version number: v1

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 22nd February 2021 when the last report was provided on the matter to the Housing Scrutiny commission.

1.2 Overall, good progress has been made with the delivery of the manifesto commitments. Some challenges exist in 21/22 to the speed at which delivery on these manifesto commitments can be achieved but overall good progress is being made.

2. Recommended actions/decision

2.1 For Housing Scrutiny Commission to note the progress made with the Key Housing Strategic Priorities and provide any comments and feedback

3. Scrutiny / stakeholder engagement

3.1 This report is solely for the purpose of scrutiny of the Housing Manifesto commitments.

4. Detailed report

4.1 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.

4.2 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'.

4.3 A full table of the 12 commitments are included in Appendix A, included below are highlights and extracts.

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

4.4.1 The Executive have now approved a total of £100m to the delivery of this manifesto commitment. . A pipeline of delivery of 1500 units on multiple sites has been identified and agreed by the Executive for the 4 year term. The Council will by the end of 21/22 have delivered a total of 1242 social housing properties.

4.4.2 Delivery of Housing Leicester Phase 1 of new Council Housing has delivering 29 units across 6 small sites including bungalows which are wheelchair accessible.

4.4.3 Full planning has been secured on Saffron Velodrome for 38 properties and procurement has been completed and a builder secured for this site which is aiming to start build in Autumn 2021. Additional Phase 2 sites are also being worked on to deliver a further 18 new units during 22/23.

4.4.4 Work is now starting on Phase 3 has been agreed to proceed by CMB and this has started which should deliver 52 new homes.

4.4.5 An extensive Acquisitions programme has been going on for the duration of the manifesto commitment and by the end of this financial year 21/22 a total of 999 properties will have been acquired.

4.5 Undertake an ongoing £80m council home improvement programme

4.5.1 By the end of 21/22 Housing will have invested £72m in an ongoing council home improvement programme.

4.5.2. A programme of investment including installing Kitchens & bathrooms, Boilers, Rewiring properties, Re-roofing, Windows & Doors & Door Entries has continued to improve stock throughout the manifesto period.

4.5.2 It is proposed to continue to invest in our housing stock in future years which will meet this manifesto commitment.

4.6 Continue our environmental investment programme on council land and estates

4.6.1 It is expected that for the mayoral whole period these are expected to equate to a total of £8.5m of capital investment will be made by Housing in to Housing Estates. With to date over £5m has been spent/budgetted, this is made up of Environmental Budget & Public Realm and investment in such items as neighbourhood pathways.

4.6.2 Housing continue to invest in our estates by way of paying for an Estate Warden Service which costs £800k pa and this provides services on Council Housing estates over and above service levels to help maintain the quality of estates (eg/rubbish clearance on communal areas) and also pay for a Neighbourhood Improvement service £450k pa that also undertakes work on the estate to improve and develop local communal areas (while also providing 20 work placements for 12 months each year). These have been ongoing throughout the mayoral period so far and are planned to continue so would equate to a further revenue investment over the whole mayoral term of £4.8m for the 4 years.

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

4.7.1 During the manifesto period it is expected to invest over £9m on the provision of adaptations. To date since the manifesto commitment in 2019 the Council has invested over £8m in to Disabled Facilities grant and Council House adaptations to facilitate the Adaptations service and help people that need adaptations to continue to be able to live in their current home.

4.7.2 A total of 1,889 adaptation/DFGs have been completed to date providing help to over 1000 people to stay in their own homes.

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

4.8.1 Ongoing strong delivery of the homeless strategy actions including procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20 and a Leicestershire wide new Pathway has been developed and signed off by all District and City partners in conjunction with Prison and Probation

4.8.2 Temporary accommodation has also been re-procured for singles and wider work to develop the singles offer at the Dawn Centre is ongoing. Alongside this officers are working on the development of increased numbers and types of stepped accommodation for singles.

4.8.3 A joint procurement exercise to procure young person temporary accommodation has just successfully concluded and pending implementation.

4.8.4 Launch of the St Mungos Hub to facilitate work placement and work opportunities has now taken place. LCC are due to shortly start a pilot on employment opportunities with BEAM for 1 year to test this opportunity.

4.8.5 The Family offer of Homes not hostels is in progress with the development of a network of independent homes across the City available as the Family temporary accommodation offer moving away from an institutional hostel with the staffing elements almost complete and the procurement just commencing.

4.8.6 LCC has been successful in delivering £3.5m additional revenue across 9 external funding pots to enhance Homelessness services Further funding has been secured through the Health Inequalities fund for 2x additional Social Workers to work with those going through Homelessness whom do not meet the ASC Statutory threshold. The Changing Futures bid for £3m has been successful working with partners and also a further bid to the Rough Sleeper Drug and Alcohol treatment funding for £1.2m to provide extra support to help people recover from drugs and alcohol misuse has also been successful. A bid has also been submitted linked to Offenders Accommodation

4.8.7 . A Rough Sleepers Next Step Strategy has been developed and implemented and this will shortly be followed by an Ending Rough Sleeping strategy.

4.9 Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning

4.9.1 The original commitment has now been achieved with 45 families moving in to Leicester with the 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. The Vulnerable Person resettlement scheme has formally completed meeting its national target with the last people coming through the scheme in February 2021.

4.9.2 A new commitment has been made for the ARAP scheme to take 60 people in approximately 10 families and provide them with accommodation and settle them in Leicester, ongoing work is going well to set up the accommodation and this scheme which is being run by the STAR Amal team.

4.9.3 The STAR AMAL team are also now working with those people in the Bridging hotel in the City to ensure they receive good quality support.

4.10 Support further work to meet complex needs experienced by women and BAME communities who may not be sleeping on our streets but are homeless.

4.10.1 Wider engagement with key stakeholders and organisations has taken place to meet the wider manifesto commitment. It was identified that homelessness for women and BAME communities can be hidden and violence and abuse can be both the cause and consequence of homelessness.

4.10.2 An action plan has been developed which identifies barriers and actions, which will feed into the city-wide Leicester Domestic Abuse Safe Accommodation Strategy. Key barriers include: poor mental health and access to health services; language needs; people with no recourse to public funds; racism faced by newer communities in particular when accessing services; the cultural competency of staff providing services and their understanding of domestic abuse in different cultural settings. Actions to address these barriers include improved monitoring information, training for staff, sharing the knowledge of domestic abuse services operating in the City. Sharing information about housing and support available to people in the City.

4.10.3 A start has been made on implementing some of these actions and further work will also be integrated into the Safe Accommodation Strategy and the work of the Housing Division. Work has commenced to shape this piece of work by meeting with partners to engage over the required remit and focus of this manifesto commitment. A resource has also now been set in place to work on reviewing the existing service offer in Housing linked to Domestic Violence. This work will extend to include specifically women and those from the BAME community fleeing their home and domestic violence.

5. Background information and other papers:

6. Summary of appendices:

Appendix 1 – Table of Manifesto commitments

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

No

10. Is this a “key decision”? If so, why?

No

Appendix 1 – Table of Housing Manifesto Commitments

Ref	Theme	Commitment	Key Actions Required	Progress update
AFC 8	A Fair City	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>The Executive have now approved a total of £100m to the delivery of this manifesto commitment. Delivery of Housing Leicester Phase 1 of new Council Housing has delivering 29 units across 6 small sites including bungalows which are wheelchair accessible. Two extra care units are identified (Tilling and Hamelin) and a revised plan for delivery of these units has been drawn together. Full planning has been secured on Saffron Velodrome for 38 properties and procurement has been completed and a builder secured for this site which is aiming to start build in Autumn 2021. Additional Phase 2 sites are also being worked on to deliver a further 18 new units during 22/23. Planning permission was submitted for Lanesborough Road on 4th May to build an additional 37 units. Planning permission is pending. Work is now starting on Phase 3 has been agreed to proceed by CMB and this has started which should deliver 52 new homes. A pipeline of delivery of 1500 units on multiple sites has been identified and agreed by the Executive for the 4 year term. The Council will by the end of 21/22 have delivered a total of 1242 social housing properties.</p>
HFA 1	Homes for All	Provide 1,500 more council, social and extra care homes	Delivery of new residential acquisitions, new house building and Extra care schemes	<p>See AFC8. A clear pathway of delivery has been agreed with Executive to deliver the 1500 units. In year 1 340 homes have been delivered, in year 2 a further 175 homes have been delivered and in the current year it is expected to deliver 727 properties including the UHL deal.</p>

HFA 4	Homes for All	Provide free wifi on council estates	Delivery of new wifi networks on Council Housing estates and increased choice of ISPs and services for the home	Concessionary home WiFi available from internet operators on housing estates. Discussions with ISPs using City Fibre network being arranged. The digital connectivity board agreed to set up a wireless sub-group to review its existing public wifi (other than in council buildings) with a view to extend these to housing estates on expiry of current commercial agreements. Initial proposals for 5G and WiFi should be circulated by the end of the year.
HFA 5	Homes for All	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	The council housing improvement programme in 19/20 totalled £31m . A programme of investment for 20/21 including installing Kitchens & bathrooms, Boilers, Rewiring properties, Re roofing, Windows & Doors & Door Entries has invested a further £17m. The approved HRA budget for 21/22 includes ongoing investment in these areas totalling £24m. It is proposed to continue to invest in our housing stock in coming years to meet this manifesto commitment.
HFA 6	Homes for All	Establish a home extension fund for council tenants to reduce overcrowding in council properties	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>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.</p> <p>While this work has been challenging this year, four extensions have been completed and planning permission is pending for a fifth property spending a total of £70,000 of the funding. Other properties have been identified to be a part of this ongoing work and work is ongoing to identify other properties that are suitable for the scheme</p>

HFA 7	Homes for All	Continue our environmental investment programme on council land and estates	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	It is expected that for the mayoral whole period these are expected to equate to a total of £8.5m of capital investment will be made by Housing in to Housing Estates. With to date over £5m has been spent/budgetted, this is made up of Environmental Budget & Public Realm and investment in such items as neighbourhood pathways.
				Housing continue to invest in our estates by way of paying for an Estate Warden Service which costs £800k pa and this provides services on Council Housing estates over and above service levels to help maintain the quality of estates (eg/rubbish clearance on communal areas) and also pay for a Neighbourhood Improvement service £450k pa that also undertakes work on the estate to improve and develop local communal areas (while also providing 20 work placements for 12 months each year). These have been ongoing throughout the mayoral period so far and are planned to continue so would equate to a further revenue investment over the whole mayoral term of £4.8m for the 4 years.
HFA 8	Homes for All	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	Ongoing development and challenge to ensure effective delivery for service users in a timely way	During the manifesto period it is expected to invest over £9m on the provision of adaptations. To date since the manifesto commitment in 2019 the Council has invested over £8m in to Disabled Facilities grant and Council House adaptations to facilitate the Adaptations service and help people that need adaptations to continue to be able to live in their current home. A total of 1,889 adaptation/DFGs have been completed to date providing help to over 1000 people to stay in their own homes.

HFA 9	Homes for All	Ensure that no-one has to sleep rough on our streets	<p>1. Delivery of the Homelessness strategy actions</p> <p>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)</p> <p>3. Continue to bid for additional pots of funding to invest in to Homelessness services across Leicester</p>	<p>See HFA 12 - Ongoing delivery of the homeless strategy actions including procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20 and a Leicestershire wide new Pathway has been developed and signed off by all District and City partners in conjunction with Prison and Probation & Temporary accommodation for singles. Wider work to develop the singles 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. A joint procurement exercise to procure young person temporary accommodation has just successfully concluded and pending implementation.</p> <p>Launch of the St Mungos Hub to facilitate work placement and work opportunities has now taken place. LCC are due to shortly start a pilot on employment opportunities with BEAM for 1 year to test this opportunity. The Family offer of Homes not hostels is in progress with the development of a network of independent homes across the City available as the Family temporary accommodation offer moving away from an institutional hostel with the staffing elements almost complete and the procurement just commencing.</p> <p>The Homelessness Charter has been launched and has to date delivered a Full City Wide offer for Diverted Giving achieving over £30k in its first year. 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. A successful bid to the Lottery enables the Charter to bring on board staff to push its objectives forward and a full project plan has now been developed and is being delivered.</p>
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				<p>LCC has been successful in delivering £3.5m additional revenue across 9 external funding pots to enhance Homelessness services. A Rough Sleepers Next Step Strategy has been developed and implemented and this will shortly be followed by an Ending Rough Sleeping strategy. Further funding has been secured through the Health Inequalities fund for 2x additional Social Workers to work with those going through Homelessness whom do not meet the ASC Statutory threshold. The Changing Futures bid for £3m has been successful working with partners and also a further bid to the Rough Sleeper Drug and Alcohol treatment funding for £1.2m to provide extra support to help people recover from drugs and alcohol misuse has also been successful. A bid has also been submitted linked to Offenders Accommodation</p>
HFA 10	Homes for All	Establish a residential facility for people experiencing multiple and complex needs, many of whom are rough sleeping	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>In conjunction with Action Homeless we have recently mobilised a further 12 units of accommodation linked to the successful bid to the Protect pathway for those extremely complex Rough Sleeping cases. In conjunction with this there are enhanced, physical, mental health and substance recovery support packages provided through our partners at Turning Point and Leicestershire Homeless Mental Health Team & Inclusion Healthcare. Initial funding for 4 months through Protect Pathway has been extended and secured to take the unit up to 12 months and then plan is to continue to fund this unit through RSI funding.</p>
HFA 11	Homes for All	Support further work to meet complex needs experienced by women and BAME communities who may not be sleeping on our streets but are homeless.	A broad Service review is undertaken to establish existing provision in Leicester and to identify any weaknesses or gaps that can then be developed for ongoing consideration	<p>Wider engagement with key stakeholders and organisations has taken place to meet the wider manifesto commitment. An action plan has been developed which identifies barriers and actions, which will feed into the city-wide Leicester Domestic Abuse Safe Accommodation Strategy. A start has been made on implementing some of these actions and further work will also be integrated into the Safe Accommodation Strategy and the work of the Housing Division</p>

ASI C3	A safe and inclusive city	Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning	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 e.g. possible option of a Co-ordinator role	The original commitment has now been achieved with 45 families moving in to Leicester with the 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. The Vulnerable Person resettlement scheme has formally completed meeting its national target with the last people coming through the scheme in February 2021. A new commitment has been made for the ARAP scheme to take 60 people in approximately 10 families and provide them with accommodation and settle them in Leicester, ongoing work is going well to set up the accommodation and this scheme which is being run by the STAR Amal team. The STAR AMAL team are also now working with those people in the Bridging hotel in the City to ensure they receive good quality support.
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<p>ASIC4</p>	<p>A safe and inclusive city</p>	<p>Support communities to welcome refugees and asylum-seekers</p>	<p>As above</p>	<p>See ASIC3 Advice services are accessible at the Customer Service Centre (1 787 appointments provided) and across 9 outreach locations with 259 advice sessions held (1 192 appointments provided), 12,891 calls answered and 80 home visits undertaken. In addition, 614 appointments have been facilitated in Children’s Centres for families and pregnant women.</p> <p>Housing have further developed a pathway for Asylum seekers that enter and exit NASS accommodation within the City for positive decisions. in 2019/20 197 asylum seekers (increased from 18/19 - 127) receiving decisions have been assisted with Housing including 144 that received more intensive support through the Homelessness route to secure homes. A dedicated Head of Service has been appointed to drive forward work in migration and asylum for the City and work has started to embed the work in BAU with a Strategic group being set up and run with Assistant ayMor Leads and Senior Officers attending. A number of operational meetings have also been set up with key stakeholders and VCS and partners to manage the ongoing situation re NASS accommodation, overflow accommodation and also the Afgan situation in the City.</p>
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