
Update on Key Housing Strategic Priorities

Housing Scrutiny Commission
Date of Meeting: 1st August 2022

Assistant Mayor for Housing: Cllr Cutkelvin
Lead director/officer: Chris Burgin

Useful information

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- 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 29th November 2021 & the 21st February 2022 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. A large proportion of the manifesto commitments have been delivered in full and so this report focussed upon those that remain live and in progress.

2. Recommended actions/decision

2.1 To note the progress made with the Key Housing Strategic Priorities and provide any comments and feedback

3. Scrutiny / stakeholder engagement

3.1 Report is solely for Housing Scrutiny commission consideration

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'. A full table of the 12 commitments are included in Appendix A. Five of the twelve commitments have been fully delivered and completed. Below are highlights and extracts on those items that remain in progress.

4.3 Ensure No one has to sleep rough on our street / Reduce the number of families in B&B

Most of the existing actions that form part of the current Homelessness strategy have been delivered and work has commenced on the review and evidence base for the future Homelessness strategy for 2023 to 2028.

Wider work to develop the singles offer at the Dawn Centre is progressing with £450k of HRA budget approved and a further successful bid for Rough Sleepers Initiative funding for 22-25 for a phase 2 of this work to develop a Multi Service hub at the Dawn Centre.

The Employment hub at the Dawn Centre has recently been launch by St Mungos to facilitate work placement and work opportunities has now taken place and work on creating employment opportunities with BEAM is progressing well.

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 £3.4m 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. Extended bid funding has been secured to provide additional Offenders Accommodation as has funding to develop Respite Rooms for those fleeing DV and becoming Homeless.

Most recently £2.5m has been secured after a bid to the Rough Sleepers initiative funding to continue with the strengthened pathways to ensure no one has to sleep rough on Leicester street. An Ending Rough Sleepers Strategy has been developed and implemented in conjunction with this.

4.4 Tackle Housing Shortage / Provide 1500 more council, social & extra care

The Manifesto (2019/20 -2022/23) includes an ambitious target to achieve 1,500 more council, social and extra care homes, a delivery target that's at least double the completions achieved in any prior administration since current records began (in 2008/09).

The Council have now approved over £200m to the delivery of the manifesto commitment to increase the supply of affordable housing with £100m available in this years HRA budget A pipeline of delivery of 1500 units on multiple sites had been identified and agreed between 2019 and 2023.

This ambitious target has focused efforts across the council and encouraged new and innovative means of securing the new supply of affordable housing, including a very significant in-house acquisition programme along side our House building programme.

The manifesto target has resulted in long-term concerted efforts across the council to seek to deliver more affordable housing and, by 13th June 2022, 853 new affordable housing homes had been completed, and a further 298 are currently in the pipeline.

The Council has pursued all opportunities available to it in order to ensure that this manifesto commitment has been met and continue to do this throughout the remaining year of the manifesto. This has included exploring Councillor suggested opportunities for new housing development.

A number of elements have fed in to the challenges experienced in the delivery of this commitment and these include;

1. **The very real lack of available sites for residential development.** Historically, Registered Providers (RPs) have been the major providers of new affordable housing in the city, bringing access to privately-owned sites and significant investment from Homes England (HE - and its predecessors) and their own funds. For at least the past 3 or 4 years, RPs have consistently advised of difficulties in accessing sites in Leicester city. This resulted in 2020/21 being the first year on record where none of our completions were via RPs and none of our completions had been funded via HE. It has proved difficult to identify sites to bring forward for our own newbuild council housing programme and this is evidenced by the relatively small and constrained sites within our recent new council build programme.
2. **Dramatic decrease in securing planning gain affordable housing:** Historically, a proportion of our new supply of affordable housing has been delivered via planning gain (Section 106 contributions). For a period now, the proportion and number of applicable planning consents which include planning gain affordable housing has been negligible.
3. **The delays to the new Local Plan process:** In order to seek to address the site shortage issue, officers had projected which council-owned 'Local Plan sites' might be developed on by March 2023 and which ones were worth exploring in terms of bringing forward in advance of adoption of the new Local Plan. In September 2019, the adoption of the new Local Plan was expected to take place in late 2021. By September 2021, its adoption was projected for late 2022: too late to then submit planning applications for any supply to complete by March 2023.
4. **The Covid-19 pandemic, lockdowns and resulting restrictions and practices** have resulted in periods of complete shut down on sites, delays/extensions to project timetables because of Covid safety measures (eg restrictions to number of trades/people on site at any one time), material shortages (because of no production/movement of materials during lockdown), etc.
5. **Delay of proposed delivery of 155 new Extra Care dwellings:** The completion of the two new proposed schemes at the Hamelin Road site and Tilling Road site had been comfortably projected to fall within the manifesto target but the lead RP unexpectedly pulled out at the 11th hour, collapsing the proposed disposal and delivery deal. (A new drive is now underway to inform how best to secure the successful delivery of these two schemes but such delivery can now not be completed by March 2023).
6. **Changes to Right To Buy Receipts (RTBR) spending rules, in terms of capping the proportion of acquisitions funded** will limit the number of RTBR-funded acquisitions that can be purchased in the final year of the manifesto period to just 20 above the number of RTBR-funded newbuild start-on-sites. Given the constraints on sites for new build, this is significant blow, especially given that the only completions projected for 2022/23 are acquisitions.
7. **Significant increases in actual and projected costs and inflation** in relation to construction contracts have led to increased and lengthy due diligence at Senior Management level of business cases, contract awards, etc. The pandemic, Brexit, etc have resulted in a shortage of construction labour and skills, shortage of materials, increased costs and uncertainties, etc. This, in turn, has led to increased due diligence at Senior Management level and this has resulted in delays to project timetables.
8. **The missed opportunity of the proposed purchase of 383 dwellings from Jamie Lewis**, which was expected to complete within this financial year – ahead of

the cap on number of RTBR-funded acquisitions – has significantly impacted on our ability to meet the manifesto target.

9. **The unsuccessful bid for Clarion portfolio of 330 units**, Clarion were seeking a housing provider to buy their affordable housing stock in Leicester and Nottingham, we bid for the Leicester lot but our bid was unsuccessful.
10. **The missed opportunity of the Northgate Street acquisition of 67 new build units**, the councils offer of £9.2m was rejected by the Vendor.

4.5 Establish a residential facility for people experiencing multiple and complex needs, many of whom are rough sleeping

This action has in essence been completed with the creation of Flora lodge, the only item that remained outstanding was to secure longer term funding for the unit and this has now been completed as a result of funding secured through the RSI bid for the coming 3 years.

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

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, more global aspects have been included within the Leicester Domestic Abuse Safe Accommodation Strategy work led by Community Safety and the localise action plan is in delivery.

A Domestic Abuse oversight Board is in place for the delivery of the Strategy including key internal partners including Housing and also external partners and stakeholders. This has driven the delivery of Specialist 'by and for' BME domestic abuse safe accommodation, some with shared facilities and some self-contained and an additional second stage accommodation (6 units) for a respite rooms pilot . This project has helped over 40 individuals flee DA and find safe accommodation. It has also provided further evidence from the pilot on the needs of BAME communities linked to DA that will now feed in to the DA Strategy and also the Homelessness strategy.

4.7 Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning / Support communities to welcome refugees and asylum-seekers

The original commitment has now been achieved through the Vulnerable Person resettlement scheme with 45 families moving 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 innovative and strong 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 Afgan resettlement scheme to take 60 people in approximately 10 families and provide them with accommodation and settle them in Leicester. This commitment is almost completed with the final families moving into accommodation in the coming month. Ongoing support and wrap around work is going well in the accommodation. The STAR AMAL team are working with those people in the Bridging hotel set up by the Department of Levelling up in the City to ensure they receive good quality support.

A team has been set up led by Jo Russell to oversee the work in Leicester to welcome Ukrainians coming to the City through the National government schemes for families and sponsors, including the DBS checks for people, safety checks on the properties and issue of finance and a full wrap around support service for those Leicester residents sponsoring Ukrainians arriving in the City.

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 – Manifesto Commitments Delivery Table

Theme	Commitment	Key Actions Required	Key Metrics	Progress update
A Fair City Fighting back against austerity	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	Delivery of new build, extra care and acquired properties. Percentage of adapted properties and bungalows.	The Executive have now approved a total of £100m to the delivery of this manifesto commitment. A further £100m has been added to the HRA budget for 22/23 to extend and expand delivery. Delivery of Housing Leicester Phase 1 of new Council Housing has delivered 29 units across 6 small sites including bungalows which are wheelchair accessible. Full planning has been secured on Saffron Velodrome for 38 properties and procurement has been completed and a builder secured and delivery is now ongoing. Additional Phase 2B 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 2021 to build an additional 37 units. Planning permission is pending. Work is now starting on Phase 3 & 4 of the new build programme across a further 10 sites with potential delivery of 200 homes. Phase 3 has been agreed to proceed by CMB and this has started which should deliver 52 new homes. Phase 4 is to be held pending Local Plan approval. A pipeline of delivery of 1500 units on multiple sites had been identified and agreed by the Executive for the 4 year term however the collapse of a significant portfolio purchase in January 2022 of 371 units impacts the delivery of this manifesto commitment. Wider opportunities have been explored to mitigate this impact.
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	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. 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 137 homes have been delivered and in year 3 361 homes will have been delivered by financial year end including the UHL deal. Another large purchase due to complete and deliver 371 units has collapsed. Work going on to deliver as many as practically possible before the end of the manifesto period
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	A council housing improvement programme in 19/20 £31m, 20/21 £17m, 21/22 £17m and 22/23 £16m totalling £81m is delivered.	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 again. Proposals in the 22/23 budget for capital investment to meet this manifesto commitment total £17.4m, totalling investment to over £89m exceeding this manifesto commitment.

Theme	Commitment	Key Actions Required	Key Metrics	Progress update
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 it is possible to extend their existing property to meet their need.	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	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. Work is ongoing to identify and facilitate to extend suitable homes
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. 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. Combining the capital and revenue investment in our estates over the 4 years equates to £13.3m. 2021/22 Programme being developed in partnership with housing.
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	Engaging staff in a review of business processes to maximise joint work and the effective use of DFG resources Continue to deliver a timely service to those requiring adaptations and achieve full use of the funding. Ongoing development and challenge to ensure effective delivery for service users in a timely way Review and individual plan for all those on the Housing register requiring adaptations	During the manifesto period it is expected to invest over £9m on the provision of adaptations cutting across 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. Over 2,000 adaptation/DFGs have been completed to date providing help to over 1000 people to stay in their own homes.

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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	Delivery of key actions.	<p>Concessionary home WiFi available from internet operators on housing estates (including VirginMedia and Hyperoptic). The Council has signed two wayleave agreements, one with CityFibre and the other with Hyperoptic, to access housing estates. Hyperoptic has agreed to offer some additional free gigabit connections that could be used for public WiFi on estates where they provide a service. We are having similar conversations with Gigabit Networks, which uses the CityFibre infrastructure. Hyperoptic will also provide several free home connections for up to six months to nominated council tenants. Also, internet service providers (ISPs) offer 'low cost' social tariffs for home WiFi to qualifying Council tenants</p> <p>The Council provides free public WiFi in public buildings, including libraries and children and family centres, that are accessible to council tenants. There is an outdoor city centre WiFi service, provided by BT. This concession agreement expires in 2023. Consequently, new arrangements should be explored this year to replace this contract. Therefore, the Smart City team is investigating how to widen the scope of a potential new service agreement to include housing estates.</p> <p>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 (for example, with BT).. Initial proposals for 5G and WiFi should be circulated by the end of the year.</p> <p>Delivery of wifi in Council owned public buildings has been undertaken and completed.</p> <p>Agreements with new suppliers has also been completed and work is ongoing to deliver the social value from this of the free wifi on Housing estates</p>

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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>	Number of rough sleepers on the annual and quarterly count	<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 - exercise complete and other elements extended. Wider work to develop the singles offer at the Dawn Centre is progressing with £450k of HRA budget approved and a further bid in progress to RSI 22-25 for a phase 2 of this work. 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 implemented</p> <p>Launch of the St Mungos Hub to facilitate work placement and work opportunities has now taken place. LCC have started 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 due to conclude soon.</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> <p>LCC has been successful in delivering £3.5m additional revenue across 9 external funding pots to enhance Homelessness services. An Ending Rough Sleepers Strategy has been developed and implemented. 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 £3.4m 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. Extended bid funding has been secured to provide additional Offenders Accommodation as has funding to develop Respite Rooms for those fleeing DV and becoming Homeless. Most recently £2.5m has been secured after a bid to teh</p>

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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	Approval of Business case, Purchase of units Design of service and delivery/launch of service	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. The funding bid has been successful to the RSI which includes 3 years of funding for this unit. Discussions have commenced with CCG and Health over enhancing a joined up approach and funding to future accommodation options for this client group.
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	Service review is completed and recommendations considered by Assistant Mayor	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, more global aspects have been included within the Leicester Domestic Abuse Safe Accommodation Strategy work led by Community Safety and the localise action plan is in delivery. A Domestic Violent oversight Board is in place for the delivery of the Strategy including key internal partners including Housing and also external partners and stakeholders. This has driven the delivery of Specialist 'by and for' BME domestic abuse safe accommodation, some with shared facilities and some self-contained. Additional second stage accommodation (6 units) for respite rooms pilot . OISC qualified immigration advice worker and counsellor to work across DA safe accommodation by Panahghar through the Needs Burdens funding. This projet has helped over 40 individuals flee DA and the evidence base from the pilot will now feed in to the needs of BAME communities linked to DA in the DA Strategy and also the Homelessness strategy. In extension to this a piece of work is being commissioned to achieve an Enhance understanding of barriers and communication opportunities for populations with barriers and at risk of being hidden – starting with Asian British Indian Women and Male Victims – including productions of materials. Luke Martin Consultancy and Zinthiya Trust secured to do this work

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Homes for All	Reduce the number of families and individuals placed in temporary accommodation.	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	Number of people prevented from becoming homeless. No of people having to be placed in temporary accommodation	<p>Social Housing delivery as per 1500 units commitment plan - see AFC8 and HFA1</p> <p>Leicester has sustained the Everyone in Homelessness offer since March 2019 (unlike other Authorities) and continued to provide this throughout the winter before moving back to helping people to avoid having to come in to temporary accommodation by focussing work on preventing people becoming homeless The new Homeless service offer is far stronger from the £5m investment in to extra accommodation and services and ongoing extra revenue investment of nearly three quarters of a million pounds a year to enhance already strong pre-pandemic homelessness offer. To date since March we have helped over 1000 people and secured over 180 additional self contained accommodation units. . The overall approach has meant a big reduction of people on the street with our Annual rough sleeper count reducing by almost 50% year on year and nearly in to single figures with only those continuing to refuse accommodation left on the streets. Monthly snapshot counts continue to only identify single figures on the streets.</p> <p>The City Council continue to perform strongly in relation to prevention of people becoming homeless with much higher performance rates than comparator LA's.</p> <p>From a families perspective, increased demand in this area has led to an uplift in numbers in B&B's however the Council continues to remain 100% compliant in its statutory responsibility over families remaining in B&B for a short period of time. Homelessness services are now intervening much earlier in order to prevent people from becoming homeless and an extended offer is currently being developed (as per our PRS strategy) for a 'Call before you serve' service to landlords will be launched in August 2022 alongside a new Specialised Homelessness team.</p>
A safe and inclusive city Community Support	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.	Resettlement of 45 families through the existing resettlement scheme and delivery against KPIs set within that for families accessing support e.g. 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	COMPLETED - 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. This commitment is almost completed and will be shortly. 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. A team has been set up led by Jo Russell to oversee the work in Leicester to welcome Ukrainians coming to the City through the National government schemes for families and sponsors, including the DBS checks for people, safety checks on the properties and issue of finance and a full wrap around support service.

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A safe and inclusive city Community Support	Support communities to welcome refugees and asylum-seekers	As above		<p>See ASIC3</p> <p>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 operating with Assistant mayor Leads and Senior Officers attending and overseeing Asylum and Migration in the City. 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 & Ukrainian situation in the City.</p>