

---

# **Housing Division Tenant Engagement Strategy**

Decision to be taken by:

**Housing Scrutiny Commission: 18 March 2025**

**Assistant Mayor for Housing: Cllr Cutkelvin**

**Lead director: Chris Burgin**

---

## **Useful information**

- Ward(s) affected: All
- Report author: Nick Griffiths
- Author contact details: Ext 37 6258. Nick.griffiths@leicester.gov.uk
- Report version number: Ver 1.4

### **1. Summary**

- 1.1. This report provides an update on the formation of a Divisional Engagement and Communication Strategy for the Tenants and Leaseholders who live in properties owned and managed by Leicester City Council.
- 1.2. The report also seeks to provide assurance on the progress made in setting up a robust structure so that tenants are able to scrutinise services, help shape service delivery, influence decision making and hold their landlord to account and that the division communicates effectively on important matters with residents.

### **2. Recommended actions / decisions.**

- 2.1. That the revised approach of the engagement and communication strategy as set out in paragraph five (5) is approved.
- 2.2. That it is noted that the strategy is part of a phased approach to improving engagement with customers in Leicester.
- 2.3. The success of the strategy will be measured by the Annual Tenancy Satisfaction Measures (TSM) survey with an aim to improve satisfaction incrementally.
- 2.4. To note that the attached draft strategy is currently out for consultation.

### **3. Scrutiny / stakeholder engagement.**

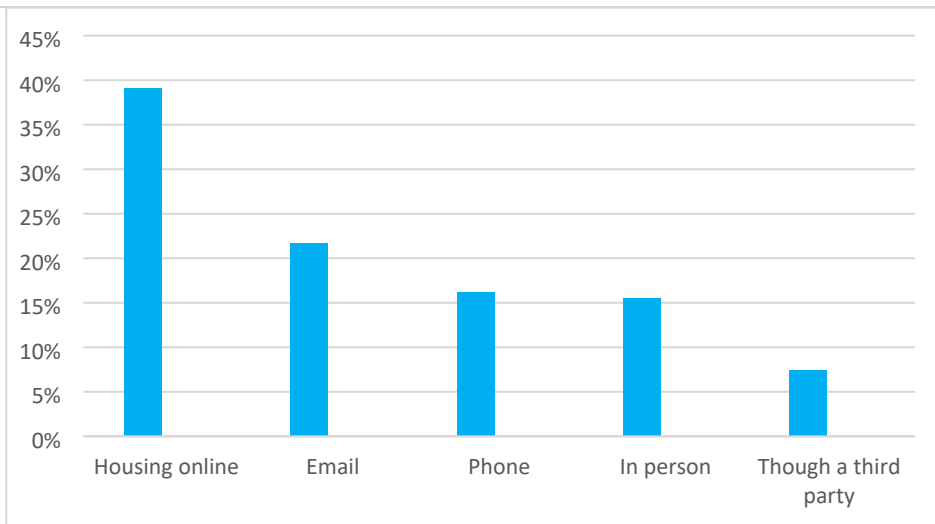
- 3.1. As part of our work, we have researched good practice around tenant engagement. A number of activities, at various levels, have been identified that could be included in our new engagement structure. These include completing surveys, carrying out consultations, Tenant and Resident Associations, community champions, themed groups e.g. around repairs and maintenance or sheltered housing, digital champions, a communication review group, estate walkabouts, mystery shopping and performance review groups. However, rather than officers imposing a new structure, it is essential that tenants (and leaseholders) are central to devising any strategy, action plan and structure for future engagement and communication activities, to ensure this meets the specific needs of tenants in Leicester.
- 3.2. In 2023, the division undertook the first annual Tenant Satisfaction Measures (TSM) survey. In that survey, 40.2% of tenants felt that they were listened to and 46.8% thought that we kept them informed on important issues. This outcome has led to the need to revise the approach taken with engagement and communication.
- 3.3. Before any decision could be made, the views of customers was sought in a period of pre-engagement. This period was used to gather thoughts and ideas from tenants (and leaseholders), which will be taken forward to shape and inform both the

engagement and communication strategies. Alongside this, the lead member for housing spoke to front-line tenancy management teams to gather their views of the staff delivering services and the best way to get tenants involved in the sessions. Neighbourhood Housing Officers (NHO) tend to have the closest relationships with tenants and communities and have local knowledge of resident advocates and issues that tenants are concerned about.

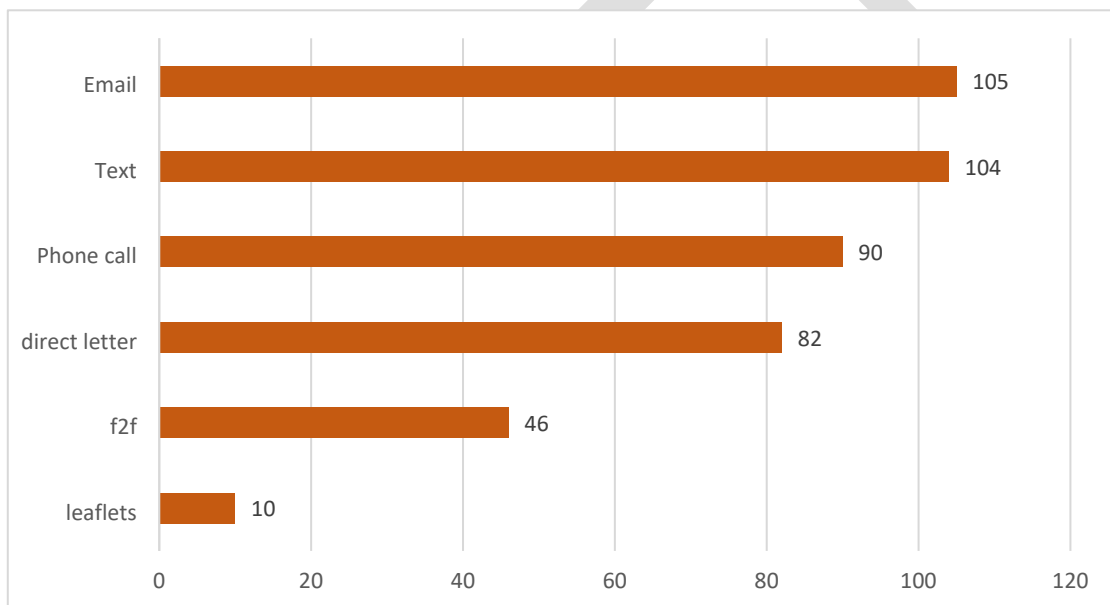
- 3.4. This took place over three weeks in September 2024 by inviting all tenants to attend one of a series of drop-in sessions. These were held at six locations across the city: Tudor Centre, BRITE centre, New Park Library, Eyres Monsell CC, St Matthews CC and Thurnby Lodge Centre. These locations were chosen as they are close to many of the council estates. On each day two sessions were held at different times to enable people with caring and work responsibilities to attend. Session, one ran from 14:00 to 16:00 and session two at 17:00 to 19:00.
- 3.5. At each of the sessions, council staff were on hand to speak to tenants on a one-on-one basis, where views were sought on their thoughts, needs and wants on the future direction of engagement and communication using an engagement survey.
- 3.6. While we believe this methodology captured as many tenants as we could, there will inevitably be some demographics who were not able to feed into the pre-engagement period. For those with mobility issues, it is anticipated that as the new engagement structure takes shape a variety of opportunities to be engaged with division will emerge, which will allow access to services for all demographics and customers.
- 3.7. Over the six sessions there were 181 responses from tenants. This gives a degree of confidence of 80% with a margin of error of 5%. There were some others who attended, mainly people who are on the waiting list and bidding for properties, and a small number from the PRS sector. While these enquires were dealt with on the day, no surveys were conducted as they were not tenants.
- 3.8. For 54% of tenants, the contact preferences for service updates (i.e. services which are being actively delivered) were either by email or text with 23% opting for phone.

How would you prefer us to contact you?		
Row Labels		%
Email	79	44%
Letter	43	24%
Phone	41	23%
Text	18	10%
<b>Grand Total</b>	<b>181</b>	

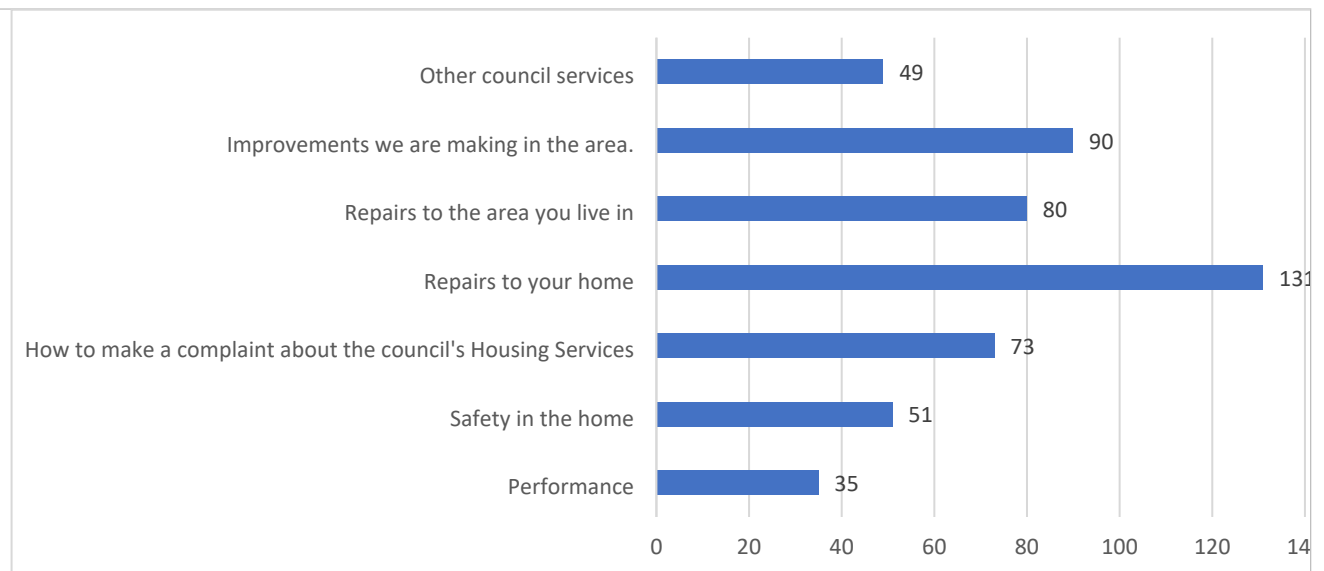
- 3.9. 71% of tenants had access to a mobile phone, with just over half (51%) using apps on a regular basis and 65% of respondents having full internet access at home. 56% of tenants stated they felt confident using emails.
- 3.10. When asked how tenants normally contacted the division, there were 161 replies. The use of housing online was most popular, followed by email, with phone in third position, closely followed by in person.



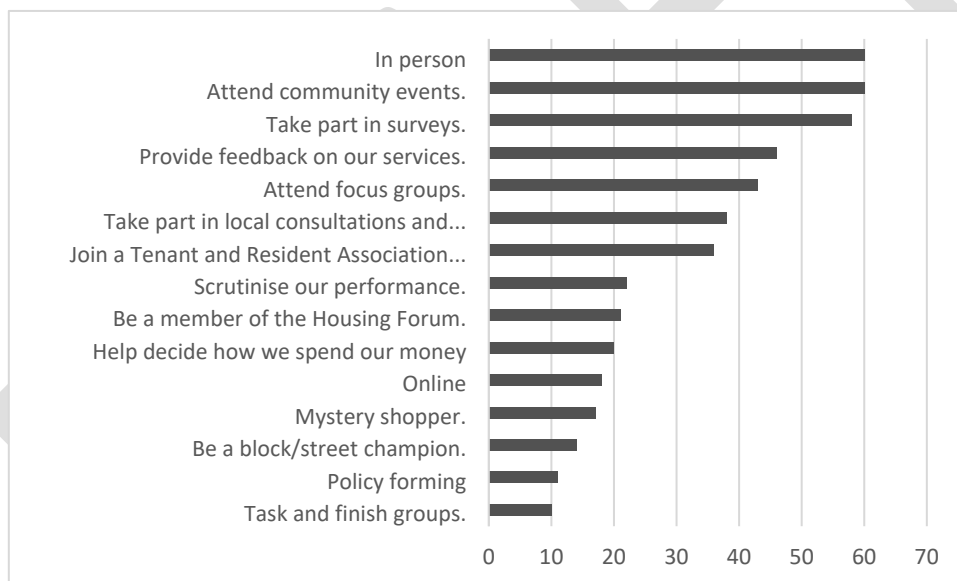
3.11. When asked about methods for receiving information from the Housing Division, email was the highest preference, followed by text/WhatsApp and then phone call.



3.12. In terms of what information tenants wanted, an overwhelming number wanted information about repairs, either to the home or to the area they live in, followed by information about improvements to the area.



3.13. Finally, tenants were asked about how they wanted to be more engaged with the division in the future, and if yes, what form of engagement they would prefer. The highest options chosen were attending in person events, community events and taking part in surveys.



3.14. In the survey, people were offered the opportunity to make comments on some of the reasoning behind their responses, and these have been collated into several themes:

3.14.1. When asked about receiving service updates, most responses were about keeping people more informed when they have an active call for service in progress. These include comments about getting more regular updates, the difficulties on getting through on the phone lines and not knowing or being able to contact the Neighbourhood Housing officer (NHO)

3.14.2. A number of tenants specifically stated they wanted more face-to-face opportunities.

3.15. From the conversations, it also became clear that one size does not fit all for customers. For some repairs it is easy to use Housing On-line, but sometimes there is a need to communicate directly, for example to explain and understand more difficult concepts.

#### **4. Background and options with supporting evidence.**

- 4.1. The Social Housing (Regulation) Act received Royal Assent in July 2023. This significantly increased the role and powers of the Regulator of Social Housing (RSH) to create a more proactive management regime for all providers of social housing. The Act also introduced a set of consumer standards which the RSH will use to assess performance and outcomes for customers. All social landlords are now subject to regulation from 1 April 2024, regardless of size, location or type.
- 4.2. Through the new Transparency, Influence and Accountability Standard the Regulator states that “the requirement for effective resident engagement recognises that the method used will need to vary to meet a range of need and interests and others wanting to be kept informed. Landlords need to identify the most appropriate methods for their organisation and their tenants and make effective use of the information they get from engagement when making decisions about how landlord services are delivered.
- 4.3. In addition, landlords must provide information on services by “*communicating with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account*” and ensure residents understand and are aware of performance by “*collecting and providing information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services*”.
- 4.4. It is important to note that in the same way as the Housing Division must comply with other pieces of legislation such as the Housing Acts (1985, 1996) and the Landlord and Tenant Act (1985), it must also comply with the consumer standards and regulatory regime.
- 4.5. Sitting alongside the regulatory requirements is a revised Code of Practice, which the RSH expects all landlords to have due regard to the code when designing and delivering services. It is of note that the code of guidance specifically references the role that members have in seeking assistance that tenants’ views are at the heart of the decision-making processes. The relevant paragraphs are set out below:
- 4.5.1. *Genuine consideration of tenants’ views should be at the heart of registered providers’ different levels of decision-making about the delivery of landlord services. This may include, for example, in relation to agreeing their asset management strategy, the setting of service standards, agreeing responsive repair timescales and setting performance targets for different landlord services.*
- 4.5.2. *Tenant’ views can be gathered in different ways. Boards and councillors of registered providers should assure themselves that tenants’ views have been actively sought and considered as part of their decision-making about their organisation’s landlord services. Registered providers should also communicate to tenants how tenants’ views have been taken into account in their decision making about how landlord services are delivered. In addition, consideration of how to improve and tailor landlord service across all areas of service delivery.*

4.5.3. *Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.*

4.6. Our current engagement structure enables tenants and leaseholders to be involved in a range of activities, such as:

- The Tenant and Leaseholder Forum.
- Local Tenant and Resident Associations (TARA)
- Leasehold Forum
- Estate Inspections
- Responding to surveys for example through our annual survey and transactional surveys such as on completion of a repair.
- Having an input on proposed improvement to estates through the environmental budget.
- Engagement with customers who live in High-Risk residential buildings (HRRB)

4.7. We also carry out ad-hoc engagement, for example, when conducting an ASB survey or engaging residents when carrying out estate improvements. Examples of this over the past year include:

- Consultation with residents at Gisbourne Court, Oransay Road and Gresley Close in relation to the refurbishment of external bin stores,
- Seeking views from tenants in the St Peters area about a new parking scheme
- Consulting with tenants in Framland House and Netherhall Road to gain their views to address anti-social behaviour in the area.
- Consulting with tenants across the city to ask for projects to be put forward for the Environmental Budget
- Consultation with tenants on the District Heating Scheme as part of the metering project
- Consulting with residents of our tower block to form the HRRB engagement and communication strategy

4.8. The Tenant and Leasehold Forum has been in place for a number of years. Views are sought from the Forum on key changes to services before these are implemented, for example repairs reporting through Housing Online. The Forum is also consulted annually on the proposed Housing Revenue Account budget and their views are fed into the report as part of the decision-making process. However, membership of the forum has declined over the years, making meaningful engagement more challenging.

4.9. We engage with a small number of Tenant and Resident Associations (TARA) across the city with the St Matthews, St Peters and Braunstone Frith Tenant Associations being the most active. We also have some informal groups of tenants we engage with, notably in New Parks and Saffron. Officers have been working to identify residents who may want to be more actively involved and through this work.

Arrangements are being made to set up new Tenant Associations for the Burns Flats and at St Leonard's Court.

- 4.10. Separate forums for leaseholders are held on a regular basis to seek the views of this specific group of residents. Leaseholders were involved in the production of the revised Leaseholder's Handbook, and their views were sought separately on engagement and communication opportunities.
- 4.11. In some areas, formal Estate Inspections are carried out, and residents are invited to attend and participate in these events. The inspections are targeted to areas and estates which have a particular need or issues.
- 4.12. However, we need to revise and refresh our approach to both engagement and how we communicate with tenants to demonstrate we meet the requirements of the Consumer Standards. Setting up a comprehensive structure with a ladder of engagement opportunities should be seen as a medium-term process spread over several years. Once the foundations of engagement are laid, we will then be able to set up a Tenant's Scrutiny Panel.

## **5. Detailed proposal and considerations.**

- 5.1. The results of the engagement sessions have been analysed, and there are three main conclusions that can be drawn:
  - Providing opportunities for tenants to speak to staff face to face.
  - Improve communications with tenants, for service updates and more regular updates on other issues and performance.
  - More use of emails / text / Whatsapp.
- 5.2. Considering the anticipated time scales and work involved, the engagement strategy will take incremental steps to build the engagement structure, taking residents views and needs into account at each stage.
- 5.3. The first stage of the engagement strategy, reflecting on the recent feedback received, will be to offer a series of "Pop-up Housing Offices" to be held at community venues on estates where LCC has housing stock. These will be in existing LCC facilities, in community centres and libraries which tend to be in the heart of estates or have easy access for tenants. Publicity for these is attached at Appendix 2.
- 5.4. A proposal has been put forward to recruit three District Engagement Officers (DEO) who will be responsible for arranging and coordinating the Pop-up Offices. These staff will be co-located with the three district teams in the East, South and West of the City.
- 5.5. The Pop-ups will be an opportunity for tenants to interact with Housing Division staff from different services, for example repairs, tenancy management, rent and support. In addition, they will provide an opportunity for us to engage with residents about local issues, particular to each area, and for tenants to provide feedback on services. It is envisaged that the DEOs will then be able to form a network of local champions/engaged residents, which will provide the foundation of more intensive engagement over the next 18-24 months.
- 5.6. It is recognised that some Pop-ups may be more successful than others, so the model and methodology employed will be kept under review. Each area will need a



bespoke solution to engage with local residents specific to their needs. We will ensure that we have access to community language speakers and all the venues are accessible.

- 5.7. Once the Pop-ups are established, the DEOs will have a better idea of the levels of enthusiasm for further engagement, for example by assisting people to form TARAs or become a community/block champion.
- 5.8. The DEOs will also work closely with the corporate “Let’s Get Together” initiative to encourage tenants to participate in existing services to combat social isolation and improve life skills. This will include a session on upskilling digital confidence and link in with corporate initiatives such as Leading Better Lives.
- 5.9. Taking this approach to build up capacity over a period of time will allow the division to shape the future engagement structure and build a ladder of opportunity, which meets the needs of the diverse demographic in the City.
- 5.10. We will measure the success of the Pop-up offices by measuring customer satisfaction at both a transactional level and through the annual TSM survey. Our target is to achieve at least median satisfaction<sup>1</sup> with TM06 “*how satisfied or dissatisfied are you that the Housing Division listens to your views and acts on them*”.
- 5.11. Customer’s feedback on communication was clear in that they wanted this to be improved, so in parallel to the Pop-up offices, the division will review communication and information sent out to customers. Feedback has suggested that tenants want more frequent updates on service requests, for example when they make contact with the NHO (or any other service request) they want to know the enquiry has been received. A number of years ago calls for service were acknowledged by a letter, but the cost of sending out several hundred letters per week is prohibitively expensive. We are currently looking at alternatives such as text messages or automated e-mails.
- 5.12. Following upgrades to our main computer system, NEC, it is possible to send a semi-automated email following the logging of a call, and this option will be explored in more detail over the coming months. It is also possible to send a SMS (text) message directly from a customer’s account, which is saved as a notepad entry so the records are kept. This would be an advantage over the current practice of using work mobiles to send SMS messages as there is greater visibility. From our recent engagement work we found that over 70% of tenants owned a mobile phone which they used on a regular basis.
- 5.13. We will also be reviewing the standard letters and information we send out to tenants on an annual basis, so that we can maximise value by using already scheduled mail-outs, such as the annual rent letters, to include pertinent information to customers. We already do this on an ad-hoc basis, but moving forward we want this to be more coordinated and planned.
- 5.14. We will also look at what information is provided, when it is provided, and the method used. The recent engagement survey set out that a majority of tenants wanted to be contacted by email or text (including WhatsApp), with some people wanting a letter or written communication. Our strategy will set out an approach to collecting communication preference information from all of our tenants and leaseholders, so that systems can be updated accordingly, and future communication can be delivered in a more considered and bespoke manner.

---

<sup>1</sup> Median satisfaction will be measured against the satisfaction results of comparable landlords, measured through the annual perception survey carried out by all social landlords and published by the RSH in the Autumn of each year.

- 5.15. Safety is a priority for us as a landlord, and it is also an important aspect for tenants' lives. During the survey, around one third of respondents wanted more information on safety in the home. Additionally, as part of changes brought about by the Building Safety Act, we need to be communicating with residents who live in flats to ensure they have been provided with regular updates on important issues, such as fire doors, testing fire alarms and the stay put/evacuate policy.
- 5.16. The third strand of the strategy will cover how the Housing Division is an integral part of the City Council as a whole and is involved in a number of corporate initiatives such as healthy weight and smoking reduction. Moving forward, the division will encourage tenants to get involved by using regular updates and communication channels with our residents. As we develop the strategy and Pop-ups, other divisions will be invited to attend to share knowledge and information about other local series such as adult education, warm space, libraries and other initiatives of relevance.
- 5.17. We will measure the success of the communication strategy by measuring customer satisfaction at both a transactional level and through the annual TSM survey. Our target is to achieve at least median satisfaction with TM07 *"How satisfied or dissatisfied are you that the Housing Division keeps you informed about things that matter to you?"*.
- 5.18. The final part of the strategy sets out the additional steps we intend to take in future years to consolidate the engagement structure at a strategic level. This will include opportunities for tenants to be involved in such areas as scrutinising our performance, be involved in reviewing and setting policy statements, be involved in the HRA budget setting process and assisting in making decision on planned maintenance issues and upgrades. As part of this, there is a requirement to adequately train tenants, and their skill sets are developed to enable them to take part in meaningful discussion and decision-making processes.
- 5.19. We will further explore this over the next final year and make decisions around setting up a "tenant academy" or similar training scheme so that our tenants are able to play a full part in delivering services.

### **Next Steps**

- 5.20 An engagement plan to implement the strategy and an Equality Impact Assessment, will be informed and developed through the current consultation process.

## **6. Financial, legal, equalities, climate emergency and other implications**

### **6.1 Financial implications**

There are limited financial implications arising from the report. However, if the recruitment of three District Engagement Officers is agreed then appropriate budget will need to be available to fund these posts. In line with internal procedures, finance will be consulted to ensure this happens.

Signed: Jade Draper, Principal Accountant

Dated: 27/01/2025

## 6.2 Legal implications

The Social Housing (Regulation) Act 2024 imposes obligations on all social landlords to meet new standards to:

- ensure tenants are safe in their homes;
- listen to tenants' complaints and respond promptly;
- be accountable to tenants and treat them with fairness and respect;
- know more about the condition of every home and the needs of those living in them;
- collect and use data effectively across a range of areas, including repairs.

The report provides an update on the steps the council has taken and is taking to ensure compliance with the legislation.

Signed: Jeremy Rainbow

Dated: 2 December 2024

## 6.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The report provides an update on the development of a Divisional Engagement and Communication Strategy for Tenants and Leaseholders who live in properties owned and managed by Leicester City Council and seeks approval for the revised approach of the engagement and communication strategy as set out in paragraph five of this report. If approved this would impact tenants and leaseholders who will be from across a range of protected characteristics and take into account, the demographic profile of the city.

To ensure equality impacts are being taken into account as an integral part of the decision-making process, it is recommended that an Equality Impact Assessment (EIA) be carried out on the proposed consultation of the strategy. This ties in with feedback from the pre-engagement sessions which took place with tenants and leaseholders and forms the basis of the work going forward on the strategy as cited in section five. It ensures that tenants and leaseholders are kept informed and have an opportunity to engage with Housing staff and in the longer-term other council services.

Carrying out an EIA is an iterative process, and the EIA should be revisited throughout the decision-making process and updated to reflect any feedback/changes due to consultation as appropriate. The EIA findings should be shared with decision makers, throughout the process, to inform their thinking and used as a tool to aid consideration around whether we are meeting the aims of the PSED.

Signed: Sukhi Biring, Equalities Officer

Dated: 4 December 2024

#### 6.4 Climate Emergency implications

There are limited climate emergency implications directly associated with this report. More widely, as housing a significant source of emissions in Leicester, engagement with tenants should consider opportunities to provide information on advice and support around energy efficiency, to assist occupants in reducing their carbon emissions and energy bills.

Signed: Aidan Davis, Sustainability Officer, Ext 37 2284

Dated: 2 December 2024

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

**7. Background information and other papers:**

**8. Summary of appendices:**

**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)?**

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

<p><b>Leicester City Council Housing Division</b></p>	 <p>Leicester City Council</p>
---	---

# Engagement and Communication Strategy 2025

## Version control

Version	Date	Changes	Owner
1.0	October 2024	Created	
1.1	November 2024	Amended	
1.2	January 2025	Comms amended	MB
1.3	January 2025	Amended	GM

## Version Notes

Revision to version annotated by decimal places.  
Review, increase integer.

## 1. Introduction

- 5.20. The Social Housing (Regulation) Act 2023 gave the Regulator of Social Housing (RSH) enforcement powers to ensure social housing providers provide good quality services to their tenants. The Act introduced standards to help the RSH assess performance and outcomes for customers. From 1 April 2024, all social landlords have been regulated, no matter their size, location, or type.
- 5.21. The new Transparency, Influence, and Accountability Standard highlights the need for effective resident engagement. The Regulator states that landlords should adapt their engagement methods to meet different needs and interests. Landlords must choose the best methods for their tenants and organisation and use the feedback they receive to improve how they deliver services.
- 5.22. The RSH concentrates on services delivered to tenants. However, in Leicester we have responsibility for our leaseholders too, and we will treat leaseholders in the same way as tenants, providing opportunities for them to interact, scrutinise, engage and influence services.
- 5.23. We use the term “resident” in this strategy to refer to all of our tenants and leaseholders.
- 5.24. The vision for this strategy is to:
- Engage more with residents
  - Provide residents with a range of opportunities to interact with us to provide feedback
  - Listen to our residents and let them know how they have influenced our decisions
  - Improve what and how we communicate with residents
  - Be open and honest about our services and performance
  - Meet all our regulatory standards.

## 2. Priorities

- 2.1. Following the Tenant Satisfaction Measures (TSM) survey in 2023, we carried out an extensive engagement exercise with our residents in late 2024. We spoke to over 200 residents (181 tenants and 31 leaseholders) and asked a range of questions about what was important to them. The main themes identified were:
- Residents wanted more information and updates on services, particularly repairs to the home and in the area they live in
  - Residents wanted more opportunities to speak face to face with a member of staff.
  - Improved communication on performance updates and important information
  - Better use of email and text messaging.

### **3. Strategy themes**

- 3.1. This strategy is broken down into five broad themes, based on what our residents have told us.
- 3.2. There are parts of each theme which are intertwined and interdependent which will be reflected in our action plan.

### **4. Theme one - opportunities to interact.**

We will offer a range of engagement opportunities and ways to request services.

We will do this by

- Exploring options to enable us to offer a wide range opportunity to interact with us, including online, on the phone and in person (face to face)
- Updating and enhancing our online offer
- Recruiting dedicated engagement officers
- Embed engagement in our services and processes.

### **5. Theme two – engagement structures, influence, accountability and scrutiny.**

5.1. We will work with residents to set up a ladder of opportunities to be engaged with the division. These will include:

- Local engagement opportunities
  - TARA
  - Block champion
  - Street champions
- Offering local focus groups
- Setting up and refreshing local tenant panels
- Creating policy review (task and finish) groups
- Mystery shopping.

5.2. As we develop our engagement structures, we will create opportunities for residents to work with us at a strategic level by:

- Creating an overarching Tenant Scrutiny Panel (TSP)
- Reporting our performance to the TSP on a regular basis
- Consulting with the TSP when we make decisions on policy matters
- Involving the TSP in setting our HRA budgets
- Ensuring the TSP is embedded in our governance and oversight processes.

## **6. Theme three – communications**

- We will look at how we interact with customers
- Look at how we can make it easier to report issues to us
- Look at how we can make it easier for tenants to get updates when they have an issue we are dealing with
- Promote opportunities to use technology and offer training when needed
- Gather information on resident's preferred contact methods
- Review our regular contacts with residents and make sure the information is relevant and easy to understand
- Explore how we use text, email and WhatsApp to both deliver service updates and to inform tenants on important issues.

## **7. Theme four – working with other departments.**

We will work with a range of internal departments and external partners to deliver services to enhance and enrich the lives of our tenants and ensure we promote these services appropriately, for example:

- Let's Get Together – free activities delivered in community centres, libraries and museums
- Leading Better Lives
- Healthy Weight
- Warm Welcome – offering warm spaces to relax, enjoy a puzzle, free WiFi and refreshments
- Adult Learning
- Anti-tobacco
- Community Safety and the Police.

## **8. Theme five – educating, training and empowering.**

We will provide tailored training to residents so they can participate in discussions, review our performance, and take an active role in decision-making.





## Pop up Housing Offices for Leicester City Council Tenants

**Have your say!**

From March 2025, we will be running a one year pilot of pop up housing offices. Your housing officer will be on site to answer any housing enquires you have and provide any further advice and assistance.

So please pop along and speak to a member of our team at any one of the local pop-up housing offices. We will be open at 11.00am to 3.00pm every week from March 2025 onwards on the following days. Every Tuesday at New Parks Library and the Tudor Centre. Every Wednesday at Pork Pie Library and The BRITE Centre and every Thursday at the St Matthews Centre and the Thurnby Lodge Community Centre - see below table.

<b>New Parks Library</b> 321 Aikman Avenue LE3 9PW	<b>Tuesdays</b>	<b>11am – 3pm</b>
<b>Tudor Centre</b> Bewcastle Grove, LE4 2JU	<b>Tuesdays</b>	<b>11am – 3pm</b>
<b>Pork Pie Library Southfields Drive</b> (Pork Pie Island), LE2 6QS	<b>Wednesdays</b>	<b>11am – 3pm</b>
<b>The BRITE Centre</b> 130 Braunstone Avenue, LE3 1LE	<b>Wednesdays</b>	<b>11am – 3pm</b>
<b>St Matthews Centre</b> 10 Malabar Road, LE1 2PD	<b>Thursdays</b>	<b>11am – 3pm</b>
<b>Thurnby Lodge Community Centre</b> Thurncourt Rd, LE5 2NG	<b>Thursdays</b>	<b>11am – 3pm</b>

If you would like to learn more about these sessions, please contact us on Tel: 0116 454 5133.

