

# Report to Housing Scrutiny Commission

Commission meeting: 3<sup>rd</sup> February 2015

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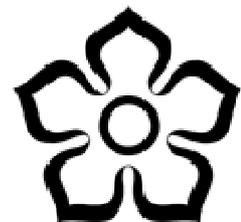
## **City Mayor's Delivery Plan**

Housing contribution

Progress as at 30/09/14

Report of the Director of Housing

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Leicester  
City Council

**Useful Information:**

- Ward(s) affected: All
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**1. Context**

- 1.1 Appendix A shows those elements of the City Mayor's Delivery Plan that services within the Housing Division are responsible for or make a contribution towards. Progress is reported up to September 30<sup>th</sup> 2014.

**2. Progress on Housing targets:**

- 2.1 Appendix B shows progress on the measures and targets that housing is directly responsible for (Preventing homelessness and creating new affordable homes).

**Affordable Housing**

- 2.2 Good progress is being made on the provision of new affordable housing and the Council is on course to exceed its end of year target. Scrutiny received a report on the Affordable Housing Programme 2014-18 in July 2014.

**Prevention of homelessness**

- 2.3 The new Homeless Strategy was approved in August 2013. Full implementation of the Single Access Point, the decrease in hostel spaces and increase of floating support was completed by April 2014.
- 2.4 The Housing Options Service main focus is on preventative work for those that come to them saying they are facing homelessness. For 2013/14, the Service prevented homelessness for 1525 households. This represents 72% of all cases. For the period April to September 2014, the percentage prevented has been sustained at 72% (639 households).
- 2.5 There will always be some cases, by the very nature of the work where homelessness is not preventable and we are analysing the characteristics of those cases where prevention was not possible.
- 2.6 The top 4 successful means of prevention were:
- Resolving rent or service charge arrears in the social or private rented sector
  - Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private sector
  - Providing other assistance including floating support that enabled someone to remain in accommodation in the private/social rented sector
  - Debt advice

## **Repeat homelessness**

- 2.7 This year 32% of single people who came into Council hostels have experienced at least two previous stays in hostel accommodation. In contrast the Council sees no repeat family homelessness. This is a slight reduction (from 37%) of the proportion identified prior to adopting the new Homelessness Strategy.
- 2.8 The Repeat Homeless list is used to target multi-agency work with those who have most entrenched homelessness lifestyle. It lists (i.e. is a snapshot) of those people receiving Council funded homelessness services who have been in hostels four or more times in the last two years or who repeatedly sleep rough. When the list was compiled for April 2012 there were 118 individuals who met this criteria. The number fluctuates as people join and leave the list. Since April 2012 80 individuals have been helped into a settled lifestyle. As at end of September 2014 the number on the list is 89. Multi-agency casework with the people on the list is discussed at multi-agency meetings chaired by Inclusion HealthCare, co-ordinated by the City Council's Revolving Door Team, and strongly supported by the Rough Sleepers Outreach Team and Housing Options specialist Mental Health Service, the Y Support project and VCS representatives. Hostel support is focused on trying to ensure no further returns to hostel accommodation. Recent council research to look at the causes and solutions to repeat homelessness identified that returnees often suffered from mental illness and drug and alcohol dependencies and troubled childhoods. Loneliness was also a factor. In response Executive has invited proposals from the voluntary section for schemes to address loneliness and isolation and allocated up to £15k pa for suitable projects.

## **3. Progress on supporting other measures and targets.**

### **Leicester to Work – ‘Supporting people into apprenticeships, training and work’**

- 3.1 Appendix C shows the Housing Division schemes to give apprenticeships, work experience and graduate placements. Since April 2014 the housing division have employed 16 new Apprentice Maintenance Electrical Technicians who started their 4 year apprenticeships in September 2014. We have also taken on 20 unemployed people as Neighbourhood Improvement Operatives on 6 months contracts and a further 20 are planned to start throughout the rest of the year.

### **Enterprising Leicester – ‘Supporting business start-ups and growth. Developing a strong enterprise culture.’**

- 3.2 Housing places contracts for capital works worth £23m p.a. By working closely with the corporate procurement unit we ensure that every suitable opportunity is taken to spend with local suppliers.
- 3.3 Our internal Home Improvement Agency works with low income owner occupiers to arrange disabled adaptations (grants) and repayable home repair grants. There is £2.4m in 2014/15 capital programme for disabled facilities grants and £188k for home repair and improvement loans. When

last analysed the overwhelming majority of the builders engaged had local postcode addresses.

**Reducing carbon emissions from homes and reducing the impact of fuel poverty.**

- 3.4 The Housing capital programme is investing £14.7m in 2014/15 into improving energy efficiency and decent homes in our stock. Measures include loft insulation, central heating upgrades, window and door replacement, condensation initiatives and implementing new district heating. A special programme of work is focusing on the remaining 2,800 council homes that fall below 'hard to heat' levels (SAP75). This is the measure below which homes are regarded as not providing "affordable warmth". These homes tend to be Victorian terraces and homes in conservation areas and in 2014/15 874 properties have been brought up to standard. Work on the remaining 1496 hard to heat homes will be completed by March 2017.
- 3.5 The Renewal and Grants section works closely with the Home Energy Team to improve energy efficiency in private sector homes. This includes a project aimed at landlords through which discretionary grants are provided to landlords to improve the energy efficiency of privately rented homes. In 2014/15, £50,000 was allocated within the capital programme. These grants are paid on a 50:50 basis with a maximum grant amount of £2,000. The majority of the money has been spent on installing central heating systems for the first time or towards boiler replacement and/or upgrading of the heating controls. The main beneficiary is the occupying tenant.
- 3.6 The programme of repayable home repair grants is used to assist low income owner occupiers to take their homes towards the decent homes standard and can include energy efficiency works.

**Safe and Cohesive Communities- *'Community safety and anti-social behaviour'***

- 3.7 Neighbourhood Housing Offices deal with low level anti-social behaviour and work closely with LASBU on more serious or persistent cases. Across the City, from 1<sup>st</sup> January 2014 to 30<sup>th</sup> September 2014, there have been 808 cases. This compares to 854 cases in the previous six months 1<sup>st</sup> April 2013 to 31<sup>st</sup> December 2013, a reduction in the number of anti-social behaviour cases arising.

**Welfare Reform- *'Supporting communities in relation to the national welfare changes'***

- 3.8 The Income Management Team works with all tenants to maximise Income and in particular is now working with those affected by Bedroom Tax and Benefit Capping. Housing Scrutiny Commission receives regular reports on this issue.
- 3.9 STAR continues to provide a support service to council tenants, housing associations and private tenants on welfare issues.

3.10 The Neighbourhood Housing Officers continue to provide benefits advice to tenants and members of the public.

3.11 Housing Options and our hostels, shared and supported housing give practical advice, particularly on Housing Benefit, and make referrals to the other agencies.

#### **4. Financial, legal and other implications**

##### **4.1 Financial implications** – provided by Peter Coles, Principal Accountant.

The City Mayor's Delivery Plan brings together strategies and plans from across the Housing Division. The Plan is a summary of key performance measures and targets and contributes to ensuring the efficient and effective use of Council resources. Key activities and programmes of work in the Plan are reflected in the 2014/15 budget. No new financial implications result directly from this Plan.

##### **4.2 Legal implications** – provided by Sarah Khawaja, Principal Solicitor (Regulatory)

There are no legal implications arising directly from this report.

# City Mayor's Delivery Plan 2014/15 to 30.9.14 – Housing elements

## Performance measures and targets

These targets have been set based on past performance where data is available. If necessary they will be revised. Highlighted targets are those which Housing report on directly, others we contribute to.

## A PLACE TO DO BUSINESS

### Council activity

Themes & Objectives	Key projects and activities	By when	Relevant documents and strategies
<b>Leicester to Work</b> Supporting people into apprenticeships, training and work	<ul style="list-style-type: none"> <li>Leicester to Work programme launched delivering new apprenticeships, work experience placements and graduate internships at the council and with other major employers</li> <li>Establish a skills network to promote apprenticeship opportunities</li> <li>Ongoing engagement with employers and training providers in key sectors to ensure people secure the skills that employers require</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing to 2015</li> <li>Ongoing</li> <li>Ongoing</li> </ul>	Leicester Economic Action Plan  LLEP Growth Plan
<b>Enterprising Leicester</b> Supporting business start-ups and growth Developing a strong enterprise culture	<ul style="list-style-type: none"> <li>Continue the work of the local procurement task force to maximise public sector spending on local goods and services.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	LLEP Growth Plan
<b>A growing city</b> Enabling sustainable growth in new school places, affordable housing and employment sites, together with supporting infrastructure	<ul style="list-style-type: none"> <li>Proactive use of council land and assets to create new sites for housing and employment development</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	LLEP Growth Plan
<b>Performance measure</b>		<b>Targets</b>	
Number of affordable new homes		2014/15 - 350	

## A LOW CARBON CITY

### Council activity

Themes & Objectives	Key projects and activities	By when	Relevant documents and strategies
<p><b>Reducing carbon emissions from homes and reducing the impact of fuel poverty.</b></p>	<ul style="list-style-type: none"> <li>• Supporting individuals and communities to develop micro-generation initiatives such as the installation of solar panels and wind turbines</li> <li>• Delivering low carbon housing development through our planning policies, development briefs and conditions on planning permissions</li> <li>• Improving the energy efficiency of council housing, including solid wall insulation, solar panels and ground source heat pumps</li> <li>• Supporting private homeowners and landlords to improve the energy efficiency of their homes through the Green Deal</li> <li>• Further development of district heat and power schemes</li> <li>• Work to develop community tariffs to reduce the cost of energy to homeowners</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• March 2015</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>	<p>Climate Change: Leicester's Programme of Action</p> <p>Local Development Framework Core Strategy</p>

## PROVIDING CARE AND SUPPORT

### Council Activity

Themes and objectives	Key projects and activities	By when	Relevant documents and strategies
<b>Ensuring people are provided with opportunities to maintain their independence</b>	<ul style="list-style-type: none"> <li>Increasing the availability of supported living tenancies so that people can have a home of their own</li> <li>Using a moving on team to help people move from residential care to supported living</li> <li>Supporting more adults with social care needs into employment</li> <li>Increase the proportion of people supported to live independently through re-ablement and intermediate care following discharge from hospital</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing with targets set for 2013-15</li> <li>2014/15</li> <li>Ongoing</li> <li>Ongoing</li> </ul>	<p>Joint Commissioning Strategy</p> <p>Learning Disability Commissioning Strategy</p> <p>Right to Control Trailblazer</p>
<b>Preventing homelessness and providing support to people who become homeless</b>	<ul style="list-style-type: none"> <li>Homelessness Strategy 2013-2018 approved. The Homelessness Strategy focuses resources on helping people find and keep their own independent accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> </ul>	Homelessness Strategy

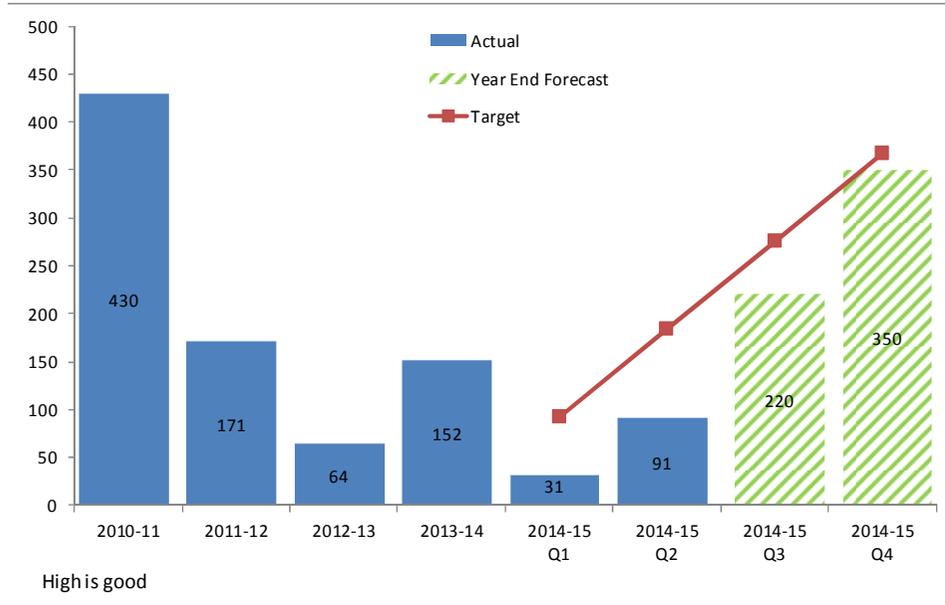
Performance measure	Targets
Number of households prevented from becoming homeless after offering housing advice and assistance – all households	See Appendix B
Number of single people of the repeat homelessness list	See Appendix B

## OUR NEIGHBOURHOODS AND COMMUNITIES

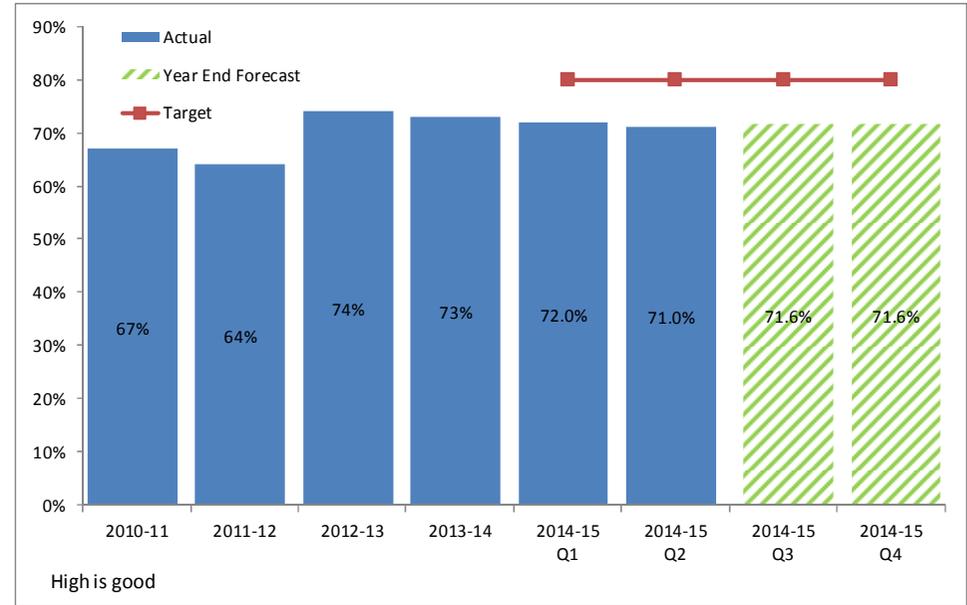
### Council Activity

Themes and objectives	Key projects and activities	By when	Relevant documents and strategies
<b>Safe and cohesive communities</b> Community safety and anti-social behaviour	Work in partnership with the police, fire service and other agencies including probation and Victim Support to promote safety in communities: <ul style="list-style-type: none"> <li>Tackling anti-social behaviour cases in a robust and effective manner to reduce the number of incidents</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	Safer Leicester Partnership Plan
<b>Welfare Reform</b> Supporting communities in relation to the national welfare changes	<ul style="list-style-type: none"> <li>Develop a coordinated strategy for social welfare law advice services, actively engaging with other networks and advice providers in the city through Social Welfare advice Partnership forum</li> <li>Communicate the welfare changes to Leicester's diverse communities as clearly as possible, with particular regard for those who have language and literacy difficulties</li> <li>Monitor the impact of reforms on people, places and services in order to build on existing programmes of support, limit the negative effects on communities and avoid a rise in demand for services</li> <li>Review all discretionary funds and ensure that our decision making process for discretionary awards is robust and evidence based</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>Autumn 2013, then bi-annual updates</li> <li>Starts Spring 2013</li> </ul>	
<b>Housing</b> To make it possible for everyone in Leicester to live in a home that is suitable for them, is in good repair, energy efficient, safe, accessible, the right size and affordable	<ul style="list-style-type: none"> <li>Provide quality rented homes</li> <li>Make our neighbourhoods into places where people want to live and keeping in touch with our tenants</li> <li>Improving the energy efficiency of homes</li> <li>Provide appropriate housing to match people's changing needs</li> <li>Reducing the number of long standing empty private sector homes</li> </ul>	<ul style="list-style-type: none"> <li>All ongoing</li> </ul>	Empty Homes Strategy Housing Revenue Account Budget Capital Programme

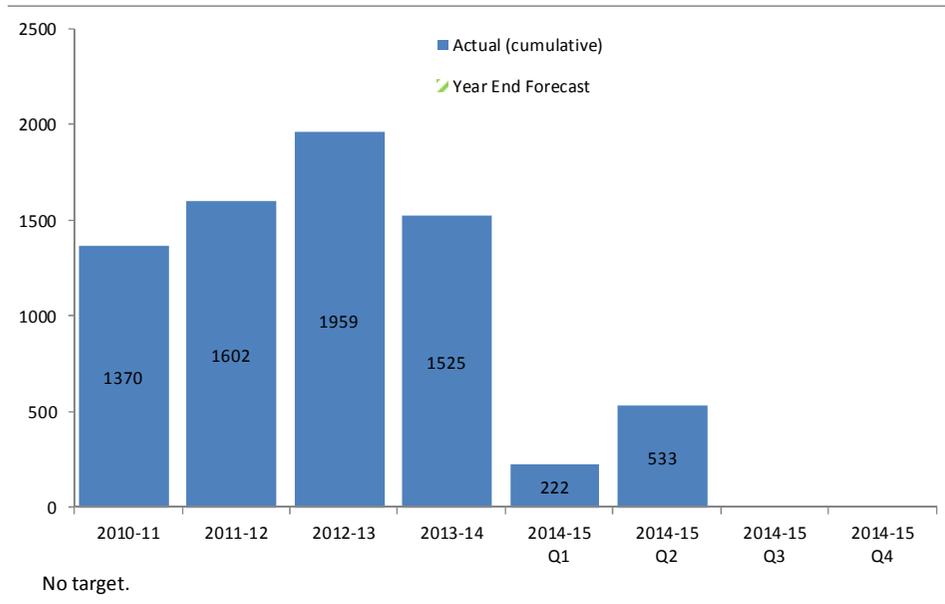
No. of affordable new homes



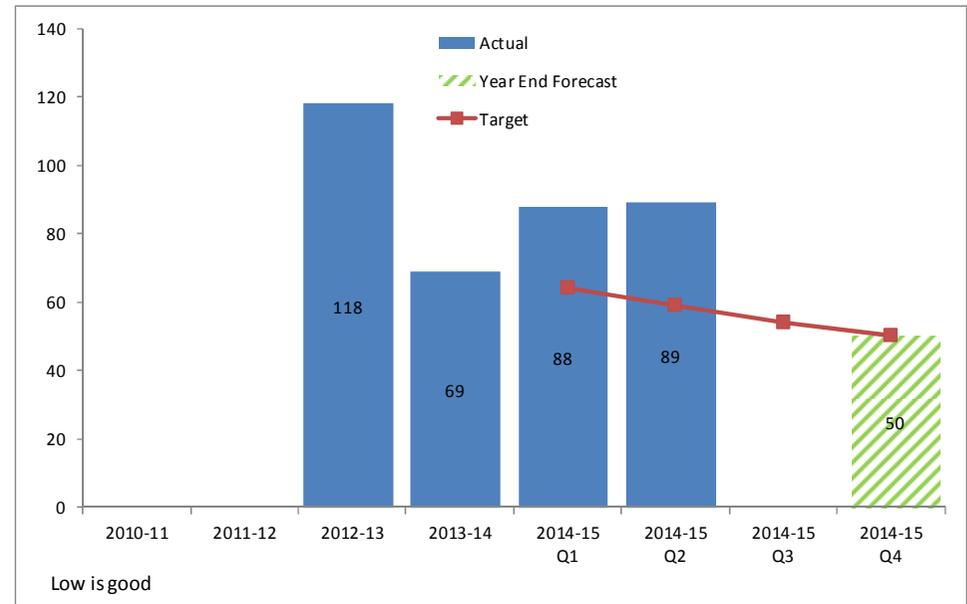
% of households prevented from becoming homeless after seeking help at Housing Options



No. of households prevented from becoming homeless after housing advice and assistance



Reducing the number of single people on the repeat homelessness list



Work Experience

Section	Placements	2012/13 and 2013/14			Apr 2013 onward				Apr 2013 onwards	
		Step-Up Posts	Housing (6-mth placement)	Apprentices	Work Experience School	Work Experience Adult	Work Experience flying fish	Adult Learning Difficulty	Graduate Internships 3 mths	Graduate Placements 3 - 12 mths
Planning, Transport & Economic Development	25	3		8	5	3			3	3
Property	1					1				
Culture & Neighbourhood Services	10	1		8		1				
Environmental & Enforcement Services	12	2		10						
Adult Social Care & Safeguarding	13	11			1	1				
Care services & Commissioning	14	5			1	2		4		2
Housing	55		31	24	10	15	2			5
Public Health	0									
Learning Services	10	1			7	2				
Young People's Services	3	3								
Children's Social Care & Safeguarding	1				1					
Strategic HR & Workforce Development	8	4			3	1				
Information & Customer Access	1					1				
Finance	5	1			1		2		1	
Communications & Political Governance	15	4		8	2	1				
Legal Services	1	1								
Employment Services	0									
<b>Total:</b>	<b>175</b>	<b>36</b>	<b>31</b>	<b>58</b>	<b>53</b>	<b>28</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>