

FINANCE & PERFORMANCE SCRUTINY COMMITTEE

6th September 2022
Answers to Questions at the meeting

Further information from the Community Safety Manager - to provide additional details regarding plans for crime and ASB prevention campaigns / events across the Borough

Officer / Cabinet Lead Member response:

The Community Safety Partnership is focused on preventing crime and ASB and the below are examples of the campaigns we are supporting:

Online Fraud Campaign with which included 31 Tweets and 3455 impressions and 271 engagements – These included tweets about

- Spotting a suspicious email
- Don't assume a phone call is authentic just because someone knows your name and address
- Fake UPS Delivery Emails
- Booking a holiday online? It pays to do your research
- Giving Safely for charitable donations

Domestic Abuse: The Partnership is continuing the online campaign to raise awareness of the support services for Domestic abuse using the following hashtags - These included tweets about:

- #HowManyTimes – highlight the helpline number
- #LLRDomesticAbuse – promoting the Domestic Abuse Se
- #TimeToAct – advertise Domestic Services to Family members

You're Right, That's Wrong Campaign: This campaign is targeted at men aged 18-30, the wide-ranging campaign is being promoted in and outside of bars, pubs and clubs across Leicester City Centre and Loughborough as well as Leicester train station and parks across the Leicester, Leicestershire and Rutland area. It will also run across social media platforms including Snapchat, Instagram and YouTube.

The campaign is aimed at challenging unacceptable misogynistic behaviour against women and will encourage men to become active bystanders by calling out negative attitudes and intolerable behaviour among their peers when they witness this type of conduct.

This has included the following;

- Online Adverts promoting “you're Right. That's Wrong” campaign is calling on men to help make Leicestershire a safer place for Women by acting when a mate's behaviour is out of line.
- A website for further advice [Home - You're Right, That's Wrong \(thatswrong.co.uk\)](http://thatswrong.co.uk)
- The Website includes a get help section to provide further information

Student ASB/Crime: The CSP's campaign is Operation Lexical – which is a multi-agency plan focused across the whole academic year. We are commencing - Phase 1 which is the return of freshers and will work through to the summer term when the

International Students arrive. There will be enforcement and preventative strands throughout the operation

County Lines/Knife Crime: *Operation Gizmo focuses on deterring and preventing the misuse of drugs and the carrying of offensive bladed weapons. The Partnership works with key agencies throughout the year to share intelligence and to target those causing the most harm in our communities*

Darker Nights Campaign: *The Partnership promotes community safety throughout the autumn and winter months when both individuals and their homes are at greater risk of becoming victims to crime. Social media and other engagement platforms are utilised to educate residents of steps they may take to prevent being a victim of crime*

Hate Awareness Week: *The Partnership promotes the need to both report and prevent Hate Crime and Hate Incidents. Note Hate Awareness Week: 10th November 2022.*

White Ribbon Campaign: *aimed at ending violence against women and girls (VAWG) 25th November 2022*

Halloween Campaign: *this is aimed at deterring ASB during this period, thereby ensuring only those residents that wish to engage in Trick or Treat do so.*

Bonfire Night Campaign: *as above – seeks to deter the inappropriate use of fireworks*

National Road Safety: *commences 19th November 2022*

Anti-Bullying Week: *commences 15th November 2022*

ASB Awareness Week: *commenced 18th July 2022*

Safer Summer: *Campaign focused upon preventing crime and ASB that historically increases during the summer months*

Further information from the Democratic Services Officer - to provide update regarding delay of scrutiny of KI 11 by Scrutiny Commission.

Officer / Cabinet Lead Member response:

matter to be scheduled before Head of Service left the Council, but due to the change in staffing this was put on hold until appropriate officers in place/up to speed. Item to be scheduled for consideration by the Scrutiny Commission at its meeting on 12th December 2022. Report to provide information requested by the Commission as follows:

- a) *A breakdown of each void property that has been void for over 28 days, and properties in sheltered accommodation, including;*
- The reason for the property remaining void*
 - The location of each property (by Ward)*
 - The number of bedrooms in each property (example – 3 bedroom property in Southfields ward, void due to criminal damage)*
 - A tabulated bar chart indicating the length of time the property has been void*
 - An indication of the total rent lost during the time that each property has been void.*

b) *Further information on properties which are 'hard to let'. Reasons why they are hard to let. Is there a possibility that the council could sell any properties which are too difficult to let?*

c) *The impact of Covid-19 on the backlog of void properties.*

To discuss with SLT concerns raised regarding use / redevelopment of garage sites and void rent losses.

Officer / Cabinet Lead Member response:

A review of garage sites will be progressed by the newly appointed Housing Strategy and Support Manager. The review will consider the future of each individual site considering factors including: development potential (in most instances this will be limited due to site constraints) and current demand for garages at the location. It is expected a recommendation for each site will be produced

To discuss with SLT - concerns regarding HRA arrears of £1million for current and former tenants

Officer / Cabinet Lead Member response:

This figure comprises current and former rent arrears. There are no plans to write off the rent arrears of current tenants. Former tenant rent arrears are written off where all recovery options are exhausted

To discuss with SLT - concerns raised regarding KI 11 percentage rent loss from void properties (as noted during the consideration of item 6 on the agenda).

Officer / Cabinet Lead Member response:

The matter was raised at SLT. It was noted that a plan for the remodelling of St Michael's Court, Thurmaston (29 bedsits but only 5 occupied) is due at Cabinet in forthcoming months (options are currently being considered and a design selected).

Other Sheltered Units would be considered as part of an overall programme in due course.

To discuss with SLT:

- **further details regarding the number of schemes currently being procured and when the repairs would begin (HRA Capital spend at period 4 underspend of 13.03% of profiled budget)**
- **HRA Capital Plan spend P4 £512k against P4 Profile £4m – due to a large number of schemes being procured – External contractors in place Sept 2022 – can we look at reprofiling these schemes**

Officer / Cabinet Lead Member response:

Yes. Major contracts are currently being mobilised with spend expected to increase over the remainder of the year.

To discuss with SLT - clarification regarding the submission of a report setting out an action plan to deal with waiting list, what the timelines were for action and when/whether it would be available for scrutiny (DGF Capital Scheme).

Officer / Cabinet Lead Member response:

Due to some changes in council processes and successful recruitments, the assessment waiting list for residents requiring assistance from the Council has been

reduced from 189 to 45 within the last 4 months. This has resulted in significant improvement on length of time residents were waiting for a full assessment of their needs. The current wait time for a full housing MOT assessment is between 4-5 weeks from the time the referral is received. We are hoping and confident that this will be further reduced. We are looking into setting up a prioritisation which enables the Council to assess residents with urgent needs to prevent hospitalisation and ensure they remain safely in their homes.

In relation to disabled facilities grant (DFG) although there are marked improvement, there is still a large caseload with only one Technical Officer. Some steps have been taken which will result in significant improvement in the last quarter of this Financial year. This includes:

1. Engaging an agency temp Technical Officer
2. Assigning one of the HSCs to assist the current technical officer 2 days a week to process less complex DFG
3. We have asked HSCs to take on non-complex cases such as stairlift only. This will make a significant impact on DFG waiting list and completion

Mechanism to report back to the Committee and residents of the Borough responses provided after the meeting by relevant (absent) officers to questions raised during the meeting

Officer / Cabinet Lead Member response:

After discussion at SLT, it was agreed that responses to questions asked in the meeting for absent officers will be collated after the meeting and published as a supplement to the minutes. The answers would be cleared by relevant officers and Cabinet Lead Members. Members of the Committee are reminded that questions should be relevant to the item under consideration and follow the scrutiny question rules.

Further information from the Director of Housing and Wellbeing - regarding the number of top-up roofing insulation, cavity wall and boiler upgrades to council housing stock outstanding.

Officer / Cabinet Lead Member response:

Top-up roofing insulation and cavity wall:- there were 8 properties that should have received a new roof and loft insulation top up in 20-21, they will be completed this financial year. We did not have a programme for just cavity and loft insulation in 20-21.

Boiler upgrades:- there were originally 126 on the programme, all of which are on the this years programme which is in progress.

Further information from the Director of Housing and Wellbeing - regarding when the stock condition surveys would be completed and what determined which properties were chosen.

Officer / Cabinet Lead Member response:

The 20% representative sample stock condition survey will be completed in October 22. The sample was chosen based on property archetype i.e. a sample of each archetype / location, as set out below. The Council has directly employed a Stock Condition Surveyor to survey on a rolling basis going forward.

PCD	Property Type	Band	Total	Surveys
LE11	BEDS	1946-1964	25	5
LE11	BEDS	1965-1974	20	4
LE11	BEDS	1975-1999	56	10
LE11	BUNGA	1890-1945	24	4
LE11	BUNGA	1946-1964	66	12
LE11	BUNGA	1965-1974	131	24
LE11	BUNGA	1975-1999	35	6
LE11	FLAT	1890-1945	8	1
LE11	FLAT	1946-1964	167	30
LE11	FLAT	1965-1974	372	68
LE11	FLAT	1975-1999	639	117
LE11	FLAT	unknown	2	0
LE11	HOUSE	1890-1945	447	82
LE11	HOUSE	1946-1964	475	87
LE11	HOUSE	1965-1974	45	8
LE11	HOUSE	1975-1999	129	24
LE11	HOUSE	unknown	2	0
LE11	MAISON	1946-1964	16	3
LE11			265	
Total			9	485
LE12	BEDS	1890-1945	2	0
LE12	BEDS	1946-1964	15	3
LE12	BEDS	1965-1974	34	6
LE12	BEDS	1975-1999	12	2
LE12	BUNGA	1946-1964	102	19
LE12	BUNGA	1965-1974	65	12
LE12	BUNGA	1975-1999	11	2
LE12	BUNGA	2000+	3	1
LE12	FLAT	1890-1945	2	0
LE12	FLAT	1946-1964	204	37
LE12	FLAT	1965-1974	154	28
LE12	FLAT	1975-1999	209	38
LE12	HOUSE	1890-1945	231	42
LE12	HOUSE	1946-1964	408	75
LE12	HOUSE	1965-1974	2	0
LE12	HOUSE	1975-1999	48	9
LE12	HOUSE	2000+	8	1
LE12	MAISON	1890-1945	1	0
LE12	MAISON	1965-1974	7	1
LE12			151	
Total			8	276
LE4	BEDS	1946-1964	1	0
LE4	BEDS	1965-1974	21	4
LE4	BEDS	1975-1999	32	6
LE4	BUNGA	1946-1964	10	2
LE4	BUNGA	1965-1974	7	1
LE4	BUNGA	2000+	2	0
LE4	FLAT	1946-1964	52	9
LE4	FLAT	1965-1974	46	8

LE4	FLAT	1975-1999	74	14
LE4	HOUSE	1890-1945	19	3
LE4	HOUSE	1946-1964	95	17
LE4	HOUSE	1975-1999	2	0
LE4	HOUSE	2000+	2	0
LE4				
Total			363	64
LE6	HOUSE	1946-1964	2	0
LE6				
Total			2	0
LE7	BEDS	1965-1974	73	13
LE7	BEDS	1975-1999	24	4
LE7	BUNGA	1946-1964	45	8
LE7	BUNGA	1965-1974	66	12
LE7	BUNGA	1975-1999	5	1
LE7	BUNGA	2000+	2	0
LE7	FLAT	1890-1945	4	1
LE7	FLAT	1946-1964	97	18
LE7	FLAT	1965-1974	108	20
LE7	FLAT	1975-1999	208	38
LE7	FLAT	2000+	8	1
LE7	HOUSE	1890-1945	80	15
LE7	HOUSE	1946-1964	219	40
LE7	HOUSE	1975-1999	8	1
LE7	HOUSE	2000+	17	3
LE7				
Total			964	175
Grand			550	
Total			6	1000

It is unlikely there would be a significant reduction in energy efficiency due to the passage of time, although components may become less effective. We have been installing better heating systems, doors, roofs etc, so I would expect overall, the energy efficiency of the stock would improve.

To discuss with SLT - inclusion of electric charging into the car parking review.

Officer / Cabinet Lead Member response:

Raised at SLT – agreed scope of review would come to SLT in due course.

To discuss with SLT - consideration of the impact of the County Council's Sustainable Travel Plan on the project.

Officer / Cabinet Lead Member response:

Raised at SLT – agreed scope of review would come to SLT in due course.