

**Responses to questions from councillors requiring a written response  
11 November 2024**

**WQ1**

**Question asked by Councillor Kevin Clarke of the Leader of the Council**

---

Following the recent City Council Extraordinary Meeting can the Leader confirm that the borrowing powers granted by the constituent councils of the East Midlands Combined County Authority (EMCCA) do not place the Council and indeed other constituent councils as de facto guarantors for any borrowing that EMCCA may choose to take on?

Councillor Neghat Khan replied as follows:

On 30 September 2024, the Council delegated authority to the Chief Executive, in consultation with the Leader of the Council, to consent to the final approval of the Combined Authorities (Borrowing) and East Midlands Combined County Authority (Borrowing Functions) (Amendment) Regulations 2024, following further legal advice. This has now been signed off.

The regulations will grant the East Midlands Combined County Authority (EMCCA) the power of competence for economic development and regeneration, as well as the power to borrow.

This enables EMCCA to support local businesses and promote tourism through various economic development and regeneration activities, in line with the original proposal.

The regulations do not require the Council to act as a guarantor for any EMCCA borrowing. EMCCA, as a separate legal entity, must comply with the Prudential Code and is subject to a borrowing cap agreed with HM Treasury.

As constituent members of EMCCA's Board, we will ensure that any borrowing is affordable and meets Prudential Code requirements, consistent with existing borrowing regulations for other Mayoral Combined Authorities. We also have voting rights on the approval or amendment of the Combined County Authority budget, where a majority is required.

**WQ2**

**Question asked by Councillor Kirsty M Jones of the Executive Member for Housing and Planning**

---

Can the Executive Member confirm the extent of what is classed as an emergency repair and provide of the number of emergency repairs reported to Housing Services by month over the last 12 months and the average wait time before they were resolved?

Councillor Jay Hayes replied as follows:

The Housing regulator defines an emergency repair as repairs that are necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

The list below are the types of issues that would be classed in our priority 1

- Burst internal water pipes where water can't be turned off.
- Blocked main drains or soil stack, and sewage leaks into the property.
- Complete loss of electrics.
- No central heating (only classed as an emergency from October to April).
- Electrical or gas safety check after fire, storm damage, or flood.
- Securing a property:
  - after a break-in/domestic violence
  - if an external door cannot be closed or locked
  - if it needs boarding up after a window/door has been smashed.
- Letting you in if you've lost your key (a charge will apply).
- Faults with door entry systems which stop you getting in/out.
- Dangerous structures that have collapsed or are at risk of collapse, such as:
  - ceilings, floors, staircases
  - manholes, structural walls, chimneys, or roofs (this doesn't apply to sheds).
- Gas leak or suspected carbon monoxide leak.
- Failure of communal fire alarms (or persistent sounding of detectors).
- Lifts not working.
- Hoists or stairlift not working.
- Disturbance of asbestos.
- Where a safety risk has been identified by our staff.

If a customer reports an issue within the agreed category, we will aim to visit the customers home within 24 hours of them reporting it, with the aim of making it safe, and if required will arrange a follow-up appointment with customers if further work is needed.

The table below shows the number of jobs raised as a priority 1 (emergency) over the last 12 months. Please note November 24 was up to the 8th November. We usually experience a spike from October as customers switch on heating. Out of hours is the evenings, weekends and bank holidays.

| Month ▾            | In Hours     | Out of Hours | Grand Total  |
|--------------------|--------------|--------------|--------------|
| Nov-23             | 2364         | 850          | 3214         |
| Dec-23             | 2700         | 1306         | 4006         |
| Jan-24             | 3394         | 1212         | 4606         |
| Feb-24             | 2877         | 924          | 3801         |
| Mar-24             | 2623         | 1033         | 3656         |
| Apr-24             | 2275         | 776          | 3051         |
| May-24             | 2317         | 642          | 2959         |
| Jun-24             | 1948         | 581          | 2529         |
| Jul-24             | 2302         | 576          | 2878         |
| Aug-24             | 2032         | 595          | 2627         |
| Sep-24             | 2665         | 706          | 3371         |
| Oct-24             | 3915         | 777          | 4692         |
| Nov-24             | 708          | 173          | 881          |
| <b>Grand Total</b> | <b>32120</b> | <b>10151</b> | <b>42271</b> |

Our current system is generating an outcome of an average of 3.78 days to resolve. However, due to concerns over data accuracy as a result of the IT system configuration, we believe these figures to be over exaggerated.

This issue is a key priority to resolve as part of our housing improvement plan, to provide the Council with appropriate assurance.

**WQ3**

**Question asked by Councillor Andrew Rule requesting of the Executive Member for Strategic Regeneration, Transport and Communications**

Can the Executive Member provide the dates for when the drainage soakaway that serves the properties on Holly Avenue in Wilford was last inspected, together with the dates for when it has been emptied over the last 12 months?

Councillor Neghat Khan replied as follows:

Highway Services maintain public highways across the City. Holly Avenue is subject to routine highway safety inspections to ensure it is safe for residents and road users. Any defects or issues that meet safety criteria are completed within set timescales. This includes all highway works and on Holly Avenue we have completed improvement works to the local drainage infrastructure including gullies and soakaway works to improve operational activity and reduce risks.

At Holly Avenue there is a high water table level and under extreme weather conditions (heavy rainfall) this places the local drainage infrastructure under pressure. To support residents, Highways have included Holly Avenue on a “hot spot list” which means that this area is checked and monitored frequently.

The team have a number of priority areas that are included on the “hot spot” list and further under extreme conditions the team proactively attend all “hot spot” areas across the City in order to reduce the risk of flooding to properties.

Please find below a list detailing the inspections of the soakaway and necessary works activities

Confirmation can be provided that all readings are below actionable level with the exception of 3 January 2024, this was a flash flooding event. Remedial work would be undertaken when the soakaway is approaching full, at this point the soakaway would be emptied:

| Date Visited      | Road         | Route                  | Soakaway Water Depth/Action Taken   | Team            |
|-------------------|--------------|------------------------|-------------------------------------|-----------------|
| 21 October 2024   | Holly Avenue | HM-Soakaway            | 900mm                               | Highway Team 7  |
| 01 October 2024   | Holly Avenue | HM-Soakaway            | 1400mm                              | Highway Team 7  |
| 23 September 2024 | Holly Avenue | HM-Soakaway            | 1800mm                              | Highway Team 7  |
| 17 September 2024 | Holly Avenue | HM-Soakaway            | 350mm                               | Highway Team 7  |
| 28 August 2024    | Holly Avenue | HM-Soakaway            | 400mm                               | Highway Team 7  |
| 24 July 2024      | Holly Avenue | HM-Soakaway            | 500mm                               | Highway Team 7  |
| 18 June 2024      | Holly Avenue | HM-Soakaway            | 700mm                               | Highway Team 7  |
| 20 May 2024       | Holly Avenue | HM-Soakaway            | 640mm                               | Highway Team 7  |
| 20 March 2024     | Holly Avenue | HM-Soakaway            | 1000mm                              | Highway Team 7  |
| 20 February 2024  | Holly Avenue | HM-Soakaway            | 1000mm                              | Highway Team 7  |
| 31 January 2024   | Holly Avenue | HM-Soakaway            | 900mm                               | Highway Team 7  |
| 24 January 2024   | Holly Avenue | HM-Soakaway            | 1000mm                              | Highway Team 7  |
| 17 January 2024   | Holly Avenue | HM-Soakaway            | 1000mm                              | Highway Team 7  |
| 16 January 2024   | Holly Avenue | HM-Soakaway            | 1000mm                              | Highway Team 7  |
| 03 January 2024   | Holly Avenue | Cat1U 36 Hour Response | Pump out soakaway and check gullies | Gully Machine 4 |
| 27 December 2023  | Holly Avenue | HM-Soakaway            | 1700mm                              | Highway Team 3  |
| 13 December 2023  | Holly Avenue | HM-Soakaway            | 1400mm                              | Highway Team 7  |
| 20 November 2023  | Holly Avenue | HM-Soakaway            | 900mm                               | Highway Team 7  |