

Agenda

Housing and Homelessness Panel (Panel of the Scrutiny Committee)

This meeting will be held on:

Date: **Thursday 2 March 2023**

Time: **6.00 pm**

Place: **Zoom - Remote meeting**

For further information please contact:

Richard Doney, Scrutiny Officer, Committee Services Officer

☎ 01865 252955

✉ DemocraticServices@oxford.gov.uk

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- may register in advance to speak to the committee in accordance with the [committee's rules](#)
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Committee Membership

Councillor Paula Dunne (Chair)

Councillor Lizzy Diggins

Councillor Laurence Fouweather

Councillor Jabu Nala-Hartley

Councillor Rosie Rawle

Councillor Jo Sandelson

Jerry Assongu

Anthony Church

Gill Taylor

Agenda

	Pages
1 Apologies	
2 Declarations of interest	
3 Housing and Homelessness Work Plan	7 - 8
<p>The Panel is asked to note the work plan and to agree any amendments.</p>	
4 Notes of previous meeting	9 - 14
<p>The Panel is asked to agree the notes of the meeting held on 06 October 2022 and of 30 November 2022 as an accurate record, having made any necessary amendments.</p> <p>The Scrutiny Committee, at its meeting on 05 December 2022, resolved to appoint Jerry Assongu, Anthony Church, and Gill Taylor as co-opted members of the Housing and Homelessness Panel.</p>	
5 Update on the development of a Tenants Forum	15 - 16
<p>The Head of Regulatory Services and Community Safety has submitted a report updating the Panel on the development of a Tenants Forum which arose as an action from the Council motion on DSS Discrimination on 26 July 2021.</p> <p>The Panel is asked to consider the report and is recommended to note and comment on the current position with regard to the development of a Tenants Forum, taking account of any updates that may be provided at the Panel.</p>	
6 Damp and mould in Council owned and managed accommodation	17 - 22
<p>The Panel requested information about mould in Council owned and managed accommodation. The Executive Director of Communities and People has submitted a report.</p> <p>The Panel is recommended to note and comment on the report and, following discussion, to make any recommendations it considers</p>	

appropriate.

7 Housing Performance Report Q2

23 - 24

The Head of Housing Services has submitted a Housing Performance Report.

The Panel is asked to consider and comment on the report and to agree any recommendations it wishes to make to Cabinet.

8 Housing, Homelessness, and Rough Sleeping Strategy

The Cabinet will, at its meeting on 15 March 2023, consider a report on the Housing, Homelessness, and Rough Sleeping Strategy.

The Panel is asked to consider the report and to agree any recommendations it wishes to make to Cabinet.

Report to follow.

Information for those attending

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Councillors declaring interests

General duty

You must declare any disclosable pecuniary interests when the meeting reaches the item on the agenda headed "Declarations of Interest" or as soon as it becomes apparent to you.

What is a disclosable pecuniary interest?

Disclosable pecuniary interests relate to your* employment; sponsorship (ie payment for expenses incurred by you in carrying out your duties as a councillor or towards your election expenses); contracts; land in the Council's area; licenses for land in the Council's area; corporate tenancies; and securities. These declarations must be recorded in each councillor's Register of Interests which is publicly available on the Council's website.

Declaring an interest

Where any matter disclosed in your Register of Interests is being considered at a meeting, you must declare that you have an interest. You should also disclose the nature as well as the existence of the interest. If you have a disclosable pecuniary interest, after having declared it at the meeting you must not participate in discussion or voting on the item and must withdraw from the meeting whilst the matter is discussed.

Members' Code of Conduct and public perception

Even if you do not have a disclosable pecuniary interest in a matter, the Members' Code of Conduct says that a member "must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself" and that "you must not place yourself in situations where your honesty and integrity may be questioned". The matter of interests must be viewed within the context of the Code as a whole and regard should continue to be paid to the perception of the public.

*Disclosable pecuniary interests that must be declared are not only those of the member her or himself but also those member's spouse, civil partner or person they are living with as husband or wife or as if they were civil partners.

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Housing and Homelessness Panel Work Plan

NB This work plan is provisional and is subject to change, usually relating to changes on the Cabinet Forward Plan. Changes made outside meetings are agreed between the Scrutiny Officer and the Chair.

Cabinet items beyond two months in advance are not included on the work plan owing to the greater potential they they will move or that alternative items of higher priority will arise in the meantime.

24 April 2022

7

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Tenant Involvement and Empowerment	No	An update on the report of March 2022	Housing	Nerys Parry, Head of Housing Services
Customer Care and Complaints	No	A report on the introduction of the customer care and complaints officer post and the processes which are now in place regarding performance management.	Housing	Nerys Parry, Head of Housing Services

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Minutes of a meeting of the Housing and Homelessness Panel (Panel of the Scrutiny Committee) on Thursday 6 October 2022

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Committee members present:

Councillor Dunne (Chair)

Councillor Diggins

Councillor Fouweather

Councillor Rawle

Councillor Sandelson

Officers present for all or part of the meeting:

Richard Doney, Scrutiny Officer

Alice Courtney, Committee and Member Services Manager (Interim Acting)

Nerys Parry, Head of Housing

Amie Rickatson, Strategy & Service Development Manager

Richard Wood, Housing Strategy and Needs Manager

1. Apologies:

Councillor(s) Nala-Hartley sent apologies.

2. Declarations of interest

There were no declarations of interest.

3. Housing and Homelessness Panel Work Plan

The Scrutiny Officer reported that he anticipated two more items would be available for consideration at the November Panel and was confirming that with officers. The Panel agreed that, during this municipal year, it wanted to consider thematic items rather than primarily focussing on Cabinet reports. It was agreed that the Scrutiny Officer would liaise with the Panel after the meeting so that the Panel could identify the themes it wanted to explore.

The Panel noted the work plan and agreed that amendments would be made after the meeting.

4. Draft Housing, Homelessness and Rough Sleeping Strategy

Cllr Linda Smith, Cabinet Member for Housing, presented the consultation on the Draft Housing, Homelessness, and Rough Sleeping Strategy which was due to be

considered by Cabinet on 19 October. Cllr Smith explained that the scope of the strategy was extremely broad and that she welcomed the Panel's input. Cllr Smith highlighted that the strategy document was organised in five areas:

1. More, affordable homes;
2. Great homes for all;
3. Going towards net zero
4. Preventing homelessness and adopting rapid rehousing response
5. Ending rough sleeping

Cllr Diggins joined the meeting.

Questions were raised by the Panel which were answered by Cllr Smith as well as by Nerys Parry, Amie Rickatson, and Richard Wood.

In a wide-ranging discussion, the Panel suggested that a glossary might be included to accompany the strategy for the consultation period so that the technical terms contained might be more easily understood.

The Panel expressed a preference that the Council might move away from referring to residents and service users as customers so as to emphasise that the Council is a provider of services to those with connections to the City rather than simply existing in a transactional way with people.

The Panel queried why there were seemingly four different figures for new houses in Oxfordshire and established that the different numbers relate to different targets. The Panel considered that it would be beneficial to explain this clearly within the strategy.

The Panel noted that the strategy refers to 2000 new homes in Oxfordshire and asked if this solely related to the houses considered necessary in other districts to meet Oxford's unmet housing need or whether it included houses in Oxford. The Panel heard that this included homes of all types, including some for private sale.

The Panel questioned why there were not specific targets for numbers of affordable homes and social rents but that, instead, reference was made to 'many' or to 'the majority.' The Panel heard it explained that the numbers largely related to OX Place's business plan for the next decade rather than to specific schemes that are planned in the short- to medium-term future. As a result, it was difficult to specify particular numbers. It was also explained that the statement of intent demonstrated a commitment to social rent.

The Panel also asked how realistic long-term plans were given the abandonment of the Oxfordshire Joint Statutory Spatial Plan ('Oxfordshire Plan 2050') and heard that there were ongoing discussions. The Panel was advised that, whilst the action plan would change from year to year, the strategy necessarily had a longer-term focus.

Cllr Sandelson joined the meeting.

The Panel discussed the interaction between the strategy and the Local Plan and it was confirmed that the Local Plan was the principal document which set out the Council's priority areas for housing. The Panel also discussed whether the strategy would have benefited from discussing the potential for higher density housing. However, the Panel accepted that this was a matter of planning policy and so also came under the auspices of the Local Plan.

The Panel explored what was meant by various terms in the strategy and considered that the strategy would benefit, in some places, from revision so that it was clearer.

It was explained that the consultation would end in December and that revisions following the strategy were planned to be completed by March which is when the strategy would go to Cabinet for approval.

The Panel resolved to make the following recommendations to Cabinet which would be submitted to the Scrutiny Committee for its approval on 11 October 2022:

1. That the Council produce a glossary for the consultation so as to make engagement more accessible.
2. That the Council employ the language of residents rather than customers in the strategy.
3. That the Council makes clear the difference and interplay between the different numbers of new houses (on, for example, pages 11, 27, 31, and 170)
4. That the Council consider revising page 23 of the draft strategy, particularly in the section headed 'Improve standards for new developments of council housing in the city' so that it is more readily accessible and understandable.
5. That the Council consider including reference in the strategy itself to the importance of the contribution the universities and colleges and the contribution could make.

5. Co-option of Tenant Ambassador

The Panel noted the report on the co-option of tenant ambassador(s). The Panel agreed that it wanted to co-opt more than one tenant ambassador but that it considered four to be the maximum number. It was agreed that the Scrutiny Officer would make contact with the Tenant Involvement Team to ask for expressions of interest. The Panel was keen that expressions should be sought from as diverse a range of people as possible.

The Panel resolved to defer the agreement of the arrangements and the recommendation of them to the Scrutiny Committee until its next meeting. In the meantime, the Scrutiny Officer was asked to progress arrangements.

6. Dates of future meetings

The Chair advised the Panel that she would be unable to attend the next meeting on its scheduled date. The Panel agreed that the Scrutiny Officer would liaise with members to identify a suitable alternative date.

The meeting started at 6.00 pm and ended at 7.10 pm

Chair
2022

Date: Tuesday 1 November

When decisions take effect:

Cabinet: after the call-in and review period has expired

Planning Committees: after the call-in and review period has expired and the formal decision notice is issued

All other committees: immediately.

Details are in the Council's Constitution.

**Minutes of a meeting of the
Housing and Homelessness Panel (Panel of the
Scrutiny Committee)
on Wednesday 30 November 2022**

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Committee members present:

None

Officers present for all or part of the meeting:

Richard Doney, Scrutiny Officer

With no Members in attendance after 15 minutes of the scheduled start time, the meeting was declared inquorate and no business was transacted.

The meeting started at 6.00 pm and ended at 6.15 pm

Chair

Date: Thursday 2 March 2023

When decisions take effect:

Cabinet: after the call-in and review period has expired

Planning Committees: after the call-in and review period has expired and the formal decision notice is issued

All other committees: immediately.

Details are in the Council's Constitution.

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To: Housing and Homelessness Panel
Date: 30 November 2022
Report of: Head of Regulatory Services and Community Safety
Title of Report: Tenants Forum Update

Summary and recommendations	
Purpose of report:	To update the Panel on the development of a Tenants Forum which arose as an action from the Council motion on DSS discrimination
Key decision:	No
Cabinet Member:	Councillor Linda Smith, Cabinet Member for Housing
Corporate Priority:	Deliver more affordable housing, Support thriving communities
Policy Framework:	None
Recommendation(s): That the Housing and Homelessness Panel:	
<p>1. Notes and comments on the current position with regard to the development of a Tenants Forum.</p>	

1. At the Council meeting on 26 July 2021, a cross party motion was passed regarding DSS discrimination and four actions were agreed. These have all been acted upon and three have been completed.
2. The fourth action related to establishing a tenants forum and the purpose of this report is to update the Panel on progress on the following:

Action 4

Establish a permanent “tenants’ forum”, which should:

- *Be composed of community groups and stakeholders representing tenants, both in private and council housing;*
- *Be invited to consult directly with the Housing and Homelessness Panel bi-annually at least and whenever decisions significantly impacting the rental sector come before Council;*

3. At the time of the previous update report in March this year Councillor Thomas was the champion for private tenants and was in the process of setting up a tenants' forum. Publicity was issued and a number of private tenants came forward who were interested in joining a forum.
4. However, the level of interest was not considered sufficient to launch a forum at that time in a sustainable manner. There are also other organisations that operate in the city to support private tenants and it was considered important to ensure there was buy in across the sector for the initiative.
5. With the change of portfolios and reprioritisation of focus following the government's approval of the citywide Selective Licensing Scheme the forum has not progressed further at this stage. The introduction of Selective Licensing on 1 September 2022 means that every privately rented property in the city now needs a licence and it has changed the power balance within the sector. For example, tenants cannot be evicted from unlicensed properties. The impacts of the scheme are yet to be felt and the benefits or disbenefits for tenants will only become apparent once Selective Licensing has become business as usual and the enforcement activity has begun which will be in the New Year.
6. Once Selective Licensing has moved to the enforcement stage in the New Year those tenants who expressed an interest will be recontacted to make sure that they are still interested and further promotional work will take place to generate additional interest from private sector tenants. Engagement will also take place with other organisations that operate in the city to support private tenants to assess their willingness to work with the Council.
7. Once this work has been carried out the Panel will be advised of progress and the proposed membership of the forum.

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Service area or department	Regulatory Services and Community Safety
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To: Housing and Homelessness Panel
Date: 02 March 2023
Report of: Executive Director of Communities and People
Title of Report: Damp and Mould Briefing

Summary and recommendations	
Purpose of report:	To provide background and update to the status of damp and mould in Council owned and managed housing stock in response to the Panel's request
Key decision:	No
Cabinet Member:	Cllr Linda Smith, Cabinet Member for Housing
Corporate Priority:	Deliver more, affordable housing and Supporting Thriving Communities
Policy Framework:	
Recommendation(s): That the Panel resolves to:	
1. Note and comment on the report.	

Overview & Background

1. In November 2022 the Coroner published their report into the tragic death of Awaab Ishak, who died in December 2020 after suffering respiratory failure caused by exposure to damp and mould in his home.
2. As a result the Secretary of State asked for an urgent response from all social housing providers detailing the extent of the issues in their properties and how they were assessing their properties and responding to tenants concerns.
3. Oxford City Council (OCC) responded within the timeframe set out, providing details of damp and mould history and data which was available.
4. Like most Social housing organisation and local authorities OCC had not previously gathered specific data on damp and mould issues, other than via descriptions within reactive jobs via Oxford Direct Services (ODS). From the information available OCC could provide the information being asked but clearly required a new approach and more focused effort directed to damp and mould issues.

5. For many years damp and mould issues have been attended to as reactive works and viewed across the whole social housing sector as a decorative issue. Surveyors have installed bathroom extraction and improved ventilation for condensation related issues, primarily in kitchens and bathrooms.
6. The approach has mainly been about washing down affected areas and redecoration. This has a short term effect of resolving the symptom but rarely resolves the underlying causes of the damp and in turn the mould.
7. A traditional view has also been held that resident behaviour is mainly to blame for the 'lifestyle' causing condensation.
8. In reality there has been a misconception that these are the issue or in fact that there is any one specific cause. In truth there are a number of possible causes of damp and potentially a combination of these in any one property.
9. Whilst condensation is the most common it is generally caused by modern living standards versus the construction design of the property.
10. Modern white goods such as microwaves, fridges and washing machines create condensation. The properties built in an era where people had a different work life pattern and more generally 'aired' homes.
11. Ventilating the home goes a long way to help resolve issues but a balance of warmth and ventilation is required. In the current fuel crisis and cost of living crisis it is notable that more people have closed vents and reduced heating – both of which will give rise to greater risk of damp and mould.
12. Other causes should not however be simply over looked. Breaches of damp proof courses (DPC), cold bridging (where a wall is exposed to colder elements) hygroscopic salts (salt saturated brickwork often shown with white stains which attract moisture) cavity wall breaches and others.
13. The approach to simply wash down mould and redecorate does not resolve the cause of the problem. At times it can be difficult to directly identify the root cause, even for a surveyor; several remedies may be needed before one is successful.

Reporting & Data Knowledge

14. OCC were aware that since 2015 there had been around 7800 reports of damp and mould in 3300 properties. 2000 of these were recurring issues in the same properties. Approximately twenty properties have made more than twelve reports since 2015.
15. An increase in the request for treatments was expected for this winter, even prior to the publicity around the Coroner's report, due to the fuel poverty issues unfolding. There has been a significant increase in reports.
16. A change of strategy was being considered before November 2022 by OCC Property Services and it was noted that better data knowledge was required on OCC housing stock and properties generally. Since December housing services and property services have developed an action plan identifying key actions required to tackle damp and mould and have had regular meetings.
17. OCC have commissioned a stock condition survey to begin in March 2023 and provide better detailed knowledge of condition across the housing portfolio.

18. This stock condition survey will go further than simple component parts such as roof or kitchen condition but will look at all aspects of decency and condition including damp and mould.
19. OCC has also asked ODS to become more proactive in their approach to identifying damp and mould issues whilst visiting properties for other repairs and Housing Services have supported this by writing to tenants asking them to report damp and mould issues. This has been by way of a controlled geographic lettering in order to manage areas according to resource.
20. ODS now have been monitoring damp and mould calls and responding as a priority. The number of calls has significantly risen due to a better reporting by operatives when visiting properties and tenants responding to the letters encouraging them to report issues.

Proactive measures to address issues.

21. Whilst the stock condition survey will assist in the medium and long term planning to resolve the causes of damp and mould, OCC have also taken some more immediate and proactive steps.
22. Work has begun on implementing the strategic action plan which includes some of the following actions
 - a. A team comprising members from tenancy, property services, ODS and the contact centre meet weekly to discuss approach and cases.
 - b. Housing services are engaging in proactive comms with residents.
 - c. Ensuring damp and mould cases are recorded and can be tracked.
 - d. Ensuring all reported cases are attended to with a full survey and works arranged via ODS for resolving the underlying causes and remedy the symptoms (chemical wash down and decoration)
 - e. Commissioning expert damp specialist where causes of damp and mould are not clear and require an experienced expert opinion for diagnosis. This has been made available for ODS to call upon directly as required.
 - f. Improved training to staff and operatives to understand damp and its causes and what to look for and how to identify different types of damp; such as brown mould indicating penetrating damp from leaks or black mould indicating condensation or rising damp
 - g. OCC Area Surveyors being more aware of ventilation and cold remedies when they are involved in complex cases where ODS request assistance.
 - h. OCC's Technical Engineering team are reviewing improved specification of extraction and ventilation units, to ensure OCC are utilising the latest models, both improving performance and reducing running cost for residents.
 - i. The damp team are working with the contact centre to look at their triage tool "Locator +", to see if more detailed scripts will help contact centre staff identify the more urgent cases of damp and mould and be able to assist ODS in deploying their resources more effectively in severe cases.

- j. Property Services through its Area Surveyors are considering monitoring equipment for the most severe cases as an exception, whilst they are being resolved. A wide scale monitoring programme is not being considered as OCC and ODS agree that solutions to the damp causes are better than simply monitoring cases.
23. In the medium and longer term plan, Property Services will include damp issues and resolving (and preventing) in the annual investment major works programmes it is developing and based upon the stock condition survey being undertaken. This will deal with ensuring roofs, windows and brickwork is maintained in good condition and reduces the likelihood of damp occurring.
24. The Property Services Energy & Carbon Management team is also considering damp and specifically condensation issues in their work related to retro-fitting properties in line with Council targets in this area. When retro-fitting properties the property becomes much more insulated and cheaper to heat. This can contribute to damp issues by way of condensation and therefore both the heat source and ventilation need serious consideration as part of the works being undertaken.

Resident engagement

25. Housing Management have been actively lettering residents to encourage reporting of damp and mould issues. This has seen increases in reporting and of jobs being raised for ODS to attend.
26. Housing management also include advice and guidance documents as part of new lettings and the guidance on the council website has been reviewed and updated.
27. Training has been agreed for all tenancy management officers to ensure they can support tenants with managing condensation.
28. The extended training of staff also has enabled better communication with residents and advice on damp and mould issues and whilst not apportioning blame it is possible for residents to actively assist in reducing the risk of damp and mould in their home. Staff are better equipped with training to give simple advice and encourage reporting of cases.
29. The website and newsletters have been updated and provide information for tenants to report and how to get help with damp and mould issues in their homes.

Financial impact

30. There has been an additional funding requirement recognised and an allowance of £250,000 has been confirmed in the budget year 23/24 in response to the proactive approach to damp and mould in homes.
31. ODS have managed existing resources internally by planning works related to decoration programmes to divert them to respond to the increase in damp and mould works.

Conclusion

32. Property Services will continue to work closely with Housing Management, the Contact Centre and ODS to ensure there is a holistic and focused approach to resolving damp and mould with a zero tolerance strategy in relation to responding to cases and preventing the causes.
33. The Major works programme, informed from the stock condition surveys and the works on Energy and Carbon Management will all actively contribute to improving the quality of homes not only in regard to decency but in the prevention and resolving of damp and mould cases.
34. Improved monitoring and reporting by ODS on jobs being attended and their first time fix approach and culture will enable regular reporting and monitoring of this issue.
35. Property Services now included the damp and mould cases within their monthly building compliance report as a compliance, health and safety issue; giving it the attention and consideration equal with all other areas of compliance where there is a health and safety risk.

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Background Papers: None

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Measure	Measure	Reporting Frequency	2021/22	2022/23			Comments
Corporate or Service KPI	Description		EOY result	Target EOY	Target at end of Q2	Results at end of Q2 (Sept 2022)	
Corporate	Number of Rough Sleepers without an offer of accommodation	Quarterly	New measure	30		38	At end of Q2 out of a total 46 people who were estimated to be rough sleeping in the City, 38 did not have an offer of accommodation. Of those 38, 26 were working towards an offer of supported accommodation, housing first, PRS or rehab and 7 had no recourse to public funds. The summer saw an increase in the number of people rough sleeping for the first time since the pandemic, a trend that has been observed across the country. Demand for beds at "Somewhere Safe to Stay", the off the street service, was higher than the demand. Over the last month, the number of rough sleepers has stabilised with fewer people new to rough sleeping seen bedded down, but there has been an increase in the number of people already known to homelessness services returning to rough sleeping. Over the next 6 months the delivery of the Settled Oxfordshire scheme will offer accommodation to new rough sleepers with low support needs in the Private Rented Sector that will help provide further options. The ongoing rollout of Housing First units will provide further new accommodation for this group.
Corporate	Total number of affordable homes in Oxford completed in year	Quarterly	Multi year target			174	The council has a corporate target of completing 1,600 affordable homes, across all tenures, for the next four financial years (22/23 - 25/26). There is a service level target of 850 for the number of social rented homes completed of those 1,600. The programme is currently forecast to achieve the four-year targets. To date, 174 affordable homes have been completed in Oxford, of which 87 are social rented homes.
Housing Services	Households in Temporary Accommodation	Monthly	110	95	100	101	Despite being slightly above our target of no more than 100 households in t/a at the end of this quarter, we have seen the number of households in temporary accommodation reduce to 101 at the end of Q2, compared to 110 at the end of Q4. The service has experienced high levels of placement to TA and increased complexity of placements, likely linked to the cost of living crisis which has been a challenge for our TA. We continue to make significant progress with our transformation programme in our temporary accommodation to help meet these challenges.
Housing Services	Households in Temporary Accommodation 12 months +	Monthly	New measure	7	15	25	As part of our transformation of TA services we set a stretching target for TA stay times at the start of this year. At the end of Q2 we had 25 households who has resided in TA for over 12 months and although this is over our target of 15, significant work has taken place over this quarter to reduce this number from 39 at the end of Q1, marking significant progress from the team
Housing Services	Prevention Duty outcomes secured accommodation 6 + months at end of Prevention Duty	Quarterly	55%	60%		72%	We have had good success with our prevention activities and we are currently exceeding our target.
ODS	Tenant satisfaction with repairs service	Monthly		95%		97%	ODS have recently implemented a Customer Satisfaction Survey for their planned works and have received over 145 results, of those surveyed 97% were satisfied with the service received.

Financial services	Rent collected	Monthly		92.50%		95.75%	At the end of September 2022, the Council were above target for the rent collected as a percentage of rent collectable. 95.75% of rent had been collected against the target of 92.5%. Rent arrears at the same time stood at 1,482,544.96, compared to £1,435,788.67 at the same time last year. The arrears figure does not take into account any Direct Debit payments, Direct payments or any calculated regular payments to be made by tenants.
Corporate	% of Council owned housing stock that has an EPC rating below C	Annually	32%	38%		To be confirmed at EOY	The end of year target is for 38% of our domestic housing stock to have an EPC rating of C or below. We are working with colleagues across the Council and ODS to deliver works to homes, with around 24% of HRA properties having an EPC below C at the end of Q2. This means that we have already achieved the target set for 2022/23. This target was set as a 3-4 target profile when originally set, and we are ahead of the profiled target for this year.