

# Agenda

## Housing and Homelessness Panel (Panel of the Scrutiny Committee)

This meeting will be held on:

Date: **Wednesday 5 July 2023**

Time: **6.00 pm**

Place: **Zoom - Remote meeting**

**For further information** please contact:

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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 Lizzy Diggins (Chair)

Councillor Paula Dunne

Councillor Laurence Fouweather

Councillor Jabu Nala-Hartley

Councillor Rosie Rawle

Councillor Jo Sandelson

Apologies and notification of substitutes received before the publication are shown under *Apologies for absence* in the agenda. Those sent after publication will be reported at the meeting.

# Agenda

	<b>Pages</b>
<b>1 Apologies</b>	
<b>2 Declarations of Interest</b>	
<b>3 Chair's Announcements</b>	
<b>4 Notes of the previous meeting</b>	7 - 10
<p>The Panel is asked to <b>agree</b> the notes of the meeting held on 24 April 2023 as a true and accurate record.</p>	
<b>5 Housing and Homelessness Panel Work Plan</b>	11 - 16
<p>The Panel is asked to consider the provisional Work Plan and agree any amendments, taking into account the list of suggested items for Scrutiny-commissioned reports at Appendix A and ensuring that any additional Scrutiny-commissioned items which are agreed have a clear and specific scope.</p>	
<b>6 Report back on recommendations</b>	17 - 24
<p>At its meetings on 15 March 2023 and 14 June 2023, Cabinet considered the following reports from the Housing and Homelessness Panel and made responses to the recommendations:</p> <ul style="list-style-type: none"><li>• Housing, Homelessness and Rough Sleeping Strategy 2023-28 (<i>March</i>)</li><li>• Tenancy Agreement (<i>June</i>)</li></ul> <p>Cabinet's responses to recommendations were presented to the Scrutiny Committee at its meetings on 07 June 2023 and 04 July 2023 for noting.</p> <p>The Panel is asked to <b>note</b> Cabinet's responses to its recommendations.</p>	
<b>7 Housing Performance Monitoring</b>	25 - 26
<p>The Head of Housing Services has submitted a Housing Performance report for Q4 2022/23.</p> <p>The Panel is asked to consider the report and agree any recommendations.</p>	

## **8 Future Resettlement Commitments for New Refugee Families**

27 - 40

Cabinet, at its meeting on 12 July 2023, will consider a report from the Head of Housing Services on Future Resettlement Commitments for New Refugee Families. Cllr Linda Smith, Cabinet Member for Housing, Richard Wood, Housing Strategy and Needs Manager, Alan Chandler, Senior Refugee and Migrant Officer and Paul Reid, Rapid Rehousing Manager have been invited to present the report and answer questions. The Committee is asked to consider the report and agree any recommendations.

## **9 Tenant Satisfaction (STAR) Survey 2022**

41 - 95

The Head of Housing Services has submitted a report on the Tenant Satisfaction (STAR) Survey 2022.

The Panel is asked to consider the report and agree any recommendations.

## **10 Dates of future meetings**

The Panel is asked to note the dates and times of future meetings of the Housing and Homelessness Panel:

- 02 August 2023, 6pm
- 05 October 2023, 6pm
- 02 November 2023, 6pm
- 07 March 2024, 6pm

*Meetings will take place remotely via Zoom.*

## **Information for those attending**

### **Recording and reporting on meetings held in public**

Members of public and press can record, or report in other ways, the parts of the meeting open to the public. You are not required to indicate in advance but it helps if you notify the Committee Services Officer prior to the meeting so that they can inform the Chair and direct you to the best place to record.

The Council asks those recording the meeting:

- To follow the protocol which can be found on the Council's [website](#)
- Not to disturb or disrupt the meeting
- Not to edit the recording in a way that could lead to misinterpretation of the proceedings. This includes not editing an image or views expressed in a way that may ridicule or show a lack of respect towards those being recorded.
- To avoid recording members of the public present, even inadvertently, unless they are addressing the meeting.

Please be aware that you may be recorded during your speech and any follow-up. If you are attending please be aware that recording may take place and that you may be inadvertently included in these.

The Chair of the meeting has absolute discretion to suspend or terminate any activities that in his or her opinion are disruptive.

### **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.

#### **Members Code – Other Registrable Interests**

Where a matter arises at a meeting which directly relates to the financial interest or wellbeing\*\* of one of your Other Registrable Interests\*\*\* then you must declare an

interest. You must not participate in discussion or voting on the item and you must withdraw from the meeting whilst the matter is discussed.

### **Members Code – Non Registrable Interests**

Where a matter arises at a meeting which **directly relates** to your financial interest or wellbeing (and does not fall under disclosable pecuniary interests), or the financial interest or wellbeing of a relative or close associate, you must declare the interest.

Where a matter arises at a meeting which affects your own financial interest or wellbeing, a financial interest or wellbeing of a relative or close associate or a financial interest or wellbeing of a body included under Other Registrable Interests, then you must declare the interest.

You must not take part in any discussion or vote on the matter and must not remain in the room, if you answer in the affirmative to this test:

“Where a matter affects the financial interest or well-being:

- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
- b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest You may speak on the matter only if members of the public are also allowed to speak at the meeting.”

Otherwise, you may stay in the room, take part in the discussion and vote.

\*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.

\*\* Wellbeing can be described as a condition of contentedness, healthiness and happiness; anything that could be said to affect a person’s quality of life, either positively or negatively, is likely to affect their wellbeing.

\*\*\* Other Registrable Interests: a) any unpaid directorships b) any Body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority c) any Body (i) exercising functions of a public nature (ii) directed to charitable purposes or (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management.

## **Minutes of a meeting of the Housing and Homelessness Panel (Panel of the Scrutiny Committee) on Monday 24 April 2023**



### **Committee members present:**

Councillor Diggins

Councillor Rawle

Councillor Sandelson

### **Officers present for all or part of the meeting:**

Richard Doney, Scrutiny Officer

Nerys Parry, Head of Housing

Amie Rickatson, Strategy & Service Development Manager

Bill Graves, Landlord Services Manager

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

### **Also present:**

Councillor Linda Smith, Cabinet Member for Housing, Cabinet Member for Housing

### **Apologies:**

Councillor(s) Dunne, Fouweather, Nala-Hartley and Mr Church sent apologies.

## **1. Apologies**

In the absence of the Chair, the Panel resolved to elect one of its members to chair the meeting. The Panel elected Cllr Diggins.

## **2. Declarations of interest**

None were made.

## **3. Chair's announcements**

None were made.

## **4. Notes of previous meeting**

The notes of the previous meeting were approved without amendment.

## **5. Work Plan**

The Panel approved the work plan as it stood, noting the Landlord Services Manager's advice that it was anticipated that a report on the STAR survey, relating to tenant satisfaction, would be received at the June meeting too.

The Panel requested that the advice of the Cabinet Member for Housing and of the Executive Director (Communities and People) in identifying what the strategic priorities were envisaged to be in the next municipal year be sought offline and requested the Scrutiny Officer to bring a list for discussion and approval by the Panel to its meeting on 15 June 2023.

## 6. Tenancy Agreement

Cllr Smith introduced the report on the new Tenancy Agreement and explained that, although the decision to implement the agreement had been delegated to officers, she had been engaged in its development and had been keen that it was presented to the Panel in the interests of transparency and accountability. Cllr Smith explained that she had raised questions regarding gardens and sheltered housing and that, as a result, these had been clarified.

The Head of Housing invited the Landlord Services Manager to provide an overview of the report. The Landlord Services Manager explained that the tenancy agreement had last been revised in 2014. The Council had intended to revise the agreement beginning in 2019 but the COVID pandemic had necessarily led to reprioritisation

The Landlord Services Manager explained that the statutory consultation process was followed and that there had been a small number of responses. A number of legislative changes and requirements had come into force since 2014 and these had been incorporated.

In response to questions, the Panel established that:

- One of the conditions for dogs being permitted was that they were cared for and that included being walked regularly. The Council did not have resources to monitor the treatment of all pets but relied on reports. There was an animal warden to whom reports could be made. If the Council was satisfied that pets were being maltreated, it would be open to the Council to seek to remove the pet.
- Whilst there had only been 31 responses to the consultation on the tenancy agreement, there had been approximately 1000 responses to the tenant satisfaction survey and the transformation programme would lead to ongoing conversations with huge numbers of tenants as individuals. The Council was not surprised that there had been a low number of respondents given previous response rates when earlier tenancy agreements had been consulted upon.
- One particularly important reason for restrictions on pets in tower blocks related to health and safety, insofar as they can cause significant challenges during evacuations in the event of a fire. The example of an unauthorised first floor aquarium which caused significant weight load concerns was also provided to the Panel.
- Permission to park a caravan or motorised boat next to a property was not given because of the fire risk.
- The reason mobility scooters were not permitted to be stored inside, other than in a store specified for that purpose, was also because they represented a severe fire risk. The Council had provided tenants with fireproof scooter stores with electricity to charge the scooters and this had been publicised in *Tenants in*



*Touch* previously. Such stores required the provision of electricity to them and were recorded on the Council’s asset register. The need for such provision was generally noticed during inspections.

- Annual tests of carbon monoxide levels were now required.
- Assurances were given that the requirement to be responsible “for the good behaviour of my family, friends and visitors in my home, on the estate and local areas” was not over-reach and ensured, amongst other things, that the Council could protect tenants from ‘cuckooing.’ It also ensured that the Council could take measures, such as applying for community protection order notices and public place protection orders. Applying for possession orders was always the very last step and something the Council sought to avoid but such clauses did enable the Council to take enforcement action. The Panel was also assured that the inclusion of policies relating to friends and family had been included in tenancy agreements for at least three decades and probably much longer.
- It was good practice to consider whether tenancy agreements needed revision every five years. However, the Panel was reminded that legal decisions and Central Government policy changes could impact and require changes earlier than that.

The Panel was grateful to officers for preparing and presenting the report. The Panel considered the report and made one recommendation to Cabinet:

*Recommendation 1: That the Council considers every three years if it would be appropriate to revise the tenancy agreement.*

## **7. Dates of next meetings**

The Panel noted the dates scheduled for the next municipal year.

**The meeting started at 6.05 pm and ended at 7.00 pm**

**Chair .....**

**Date: Thursday 15 June 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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## [Provisional] Housing and Homelessness Panel Work Plan

NB This work plan is provisional and is subject to change. 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 will move or alternative items of higher priority arise in the meantime.

### 05 July 2023 – reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing Performance Monitoring 2022/23 Q4	No	To consider the Housing Performance Report for 2022/23 Q4 and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services
Future Resettlement Commitments for New Refugee Families	Yes	The report seeks Cabinet approval for the provision of support for new refugee families in Oxford and budgetary approval for the commissioning of person centred support.  To consider the report and agree any recommendations	Cabinet Member for Housing	Nerys Parry, Head of Housing Services
Tenant Satisfaction (STAR) Survey)	No	To consider the Tenant Satisfaction (STAR) Survey 2022 report and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services

### 02 August 2023 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing First Acquisition Programme	Yes	The report requests Cabinet approval of an acquisition programme of 12 self-contained properties for use in the Council's Housing First programme. It is intended that these purchases	Cabinet Member for Housing	Nerys Parry, Head of Housing Services

		will be part funded by a successful bid into DLUHC's Single Homelessness Accommodation programme. To consider the report and agree any recommendations.		
Update on Customer Complaints and Feedback (Tenant Involvement)	No	To consider the report and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services
Action Plan Update on the Housing and Homelessness Panel Mini-Review on Tenant Involvement and Empowerment	No	To consider the report and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services

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### 05 October 2023 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing First Acquisition Programme Progress/Outcomes	No	To consider the report and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services

### 02 November 2023 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
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Housing Performance Monitoring 2023/24 (mid-year)	No	To consider the 2023/24 mid-year Housing Performance Report and agree any recommendations.	Cabinet Member for Housing	Nerys Parry, Head of Housing Services
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### 07 March 2024 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer

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**Current Suggestions for Longlist of Scrutiny-Commissioned Reports for Consideration by the  
Housing and Homelessness Panel 2023/24**

Decarbonisation – Buildings

<b>TOPIC Priority</b>	<b>Item</b>
1	Housing First Acquisition Programme Progress/Outcomes
1	The performance of housing associations operating within the City
1	Housing Services Transformation (presentation)
4	City of Sanctuary Accreditation (including review of Council's current position)
5	Implementation of refugee resettlement in Oxford – evaluation, lessons learned, improvements
6	Alternative 'innovative' solutions to the housing crisis

Regular/Standard Items

- Housing Performance (June/July and November meetings)
- DSS Discrimination Motion Update
- Tenants' Forum

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**To:** Cabinet  
**Date:** 15 March 2023  
**Report of:** Housing and Homelessness Panel  
**Title of Report:** Housing, Homelessness, and Rough Sleeping Strategy 2023-28

<b>Summary and recommendations</b>	
<b>Purpose of report:</b>	To present Panel of the Scrutiny Committee recommendations for Cabinet consideration and decision
<b>Key decision:</b>	Yes
<b>Scrutiny Lead Member:</b>	Cllr Paula Dunne, Panel Chair
<b>Cabinet Member:</b>	Cllr Linda Smith, Cabinet Member for Housing
<b>Corporate Priority:</b>	Deliver more, affordable housing; Support thriving communities
<b>Policy Framework:</b>	Council Strategy 2020-24
<b>Recommendation: That the Cabinet states whether it agrees or disagrees with the recommendations in the body of this report.</b>	

<b>Appendices</b>	
<b>Appendix A</b>	Draft Cabinet response to recommendations of the Scrutiny Committee

## Introduction and overview

1. The Housing and Homelessness Panel met on 13 March 2023 to consider a report on the Housing, Homelessness, and Rough Sleeping Strategy 2023-2028. The report recommends that Cabinet notes the progress made to develop the Strategy and the Action Plan for Oxford following the statutory public consultation; recommends the adoption of the Strategy and its associated appendices; recommends to Council the adoption of the Strategy's Action Plan for 23-24; recommends to Council that authority be delegated to the Executive Director (Communities and People), in consultation with the Cabinet Member for Housing, to update the Action Plan when required.

## Summary and recommendations

2. The Panel was grateful to Cllr Linda Smith, Cabinet Member for Housing, to Amie Rickatson, Strategy and Service Development Manager, as well as to other officers for attending to present the report and to answer the Panel's questions.
3. The Strategy and Service Development Manager introduced the report and the Executive Director (Communities and People) drew the Panel's attention to the fact that its recommendations relating to the draft Strategy in October 2022 had been accepted and incorporated. Cllr Smith congratulated officers for the work that was evident in the Strategy and for the success of the public consultation which had seen over 100 responses received as well as 60 individuals, representing 27 different organisations, attend different stakeholder events.
4. The Panel commended the breadth and depth of the strategy and was pleased that its previous recommendations, on the draft Strategy, had been accepted. The Panel recognised that there were a great number of different elements to why particular targets were adopted and that the rationale behind each one was multi-faceted. However, the Panel noted that the Council states that "by the end of this strategy period, we are seeking to ... Let the majority of the Council's new affordable homes at a social rent level, approximately 40% of the market rent."
5. The Panel recognised that there was an element of elasticity in the definition of 'majority' but considered that consideration should be given to how the Council might be able to consider moving towards having a greater proportion of the Council's new affordable homes let at a social rent level than a simple majority.

***Recommendation 1: That the Council works with OX Place to consider how it might move towards having a higher percentage of new homes let at social rent level than a simple majority.***

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**Appendix A**  
**Draft Cabinet response to recommendations of**  
**the Housing and Homelessness Panel of the Scrutiny Committee**

The document sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 13 March 2023 concerning the report on the Housing, Homelessness, and Rough Sleeping Strategy 2023-2028. The Cabinet is asked to amend and agree a formal response as appropriate.

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<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
1) That the Council works with OX Place to consider how it might move towards having a higher percentage of new homes let at social rent level than a simple majority.	Partially	<p>Every development by OXPlace seeks to balance the priorities given to the company by this council. These priorities are; the building of new affordable homes including most importantly homes for social rent, the building of homes with high standards of environmental sustainability, a financial return to the council to fund public services. All three of these priorities need to be carefully considered on a site by site basis when deciding on the maximum number of homes for social rent which can be delivered within the financial envelope of each OXPlace scheme.</p> <p>Our Local Plan 2016-2036 stipulates that any new development over 10 units are required to have 50% affordable units, of these 80% must be social rented. Following changes to the National Planning Practice Guidance, we amended this requirement to 75% social rented and 25% First Homes. This policy requirement for social rented units is one of the highest in the Country, demonstrating our priority to provide more homes at social rent.</p> <p>Planners are currently considering responses to the new Local Plan 2040 Preferred Options consultation and have undertaken recent work on housing viability. This new plan will set out future requirements for the level of social rented accommodation required for all new development schemes.</p>

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**To:** Cabinet  
**Date:** 14 June 2023  
**Report of:** Housing and Homelessness Panel  
**Title of Report:** Tenancy Agreement

<b>Summary and recommendations</b>	
<b>Purpose of report:</b>	To present Panel of the Scrutiny Committee recommendations for Cabinet consideration and decision
<b>Key decision:</b>	No
<b>Scrutiny Lead Member:</b>	Cllr Paula Dunne, Panel Chair
<b>Cabinet Member:</b>	Cllr Linda Smith, Cabinet Member for Housing
<b>Corporate Priority:</b>	Deliver more, affordable housing; Support thriving communities
<b>Policy Framework:</b>	Council Strategy 2020-24
<b>Recommendation: That the Cabinet states whether it agrees or disagrees with the recommendations in the body of this report.</b>	

<b>Appendices</b>	
<b>Appendix A</b>	Draft Cabinet response to recommendations of the Scrutiny Committee

## **Introduction and overview**

1. The Housing and Homelessness Panel met on 24 April 2023 to consider a report on the revised Tenancy Agreement for Council tenants. The report sought to inform panel members of the proposed changes to the updated Tenancy Agreement for secure and introductory Council tenants. The report recommended that the Panel consider the report and agree any recommendations.

## **Summary and recommendations**

2. The Panel was grateful to Cllr Linda Smith, Cabinet Member for Housing; Nerys Parry, Head of Housing Services; Bill Graves, Landlord Services Manager; and Amie Rickatson, Strategy and Service Development Manager, for attending to

present the report and to answer the Panel's questions.

3. The Panel was advised that the approval of the revised agreement was a decision delegated to officers, but there was consensus on the benefits of it being considered by the Panel.
4. The Landlord Services Manager introduced the report and explained that the Tenancy Agreement had not been revised since 2014, largely owing to the challenges during the COVID-19 pandemic. The new agreement took account of various legislative changes and expectations since then.
5. The Panel established that good practice was to consider revising a tenancy agreement every five years. The Panel considered it would be to the benefit of the Council and its tenants, should the Council commit to considering whether a revision of the agreement was necessary every three years.

***Recommendation 1: That the Council considers every three years if it would be appropriate to revise the tenancy agreement.***

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**Appendix A**  
**Draft Cabinet response to recommendations of**  
**the Housing and Homelessness Panel of the Scrutiny Committee**

The document sets out the draft response of the Cabinet Member to recommendations made by the Housing and Homelessness Panel on 24 April 2023 concerning the report on the updated Tenancy Agreement. The Cabinet is asked to amend and agree a formal response as appropriate.

<b><i>Recommendation</i></b>	<b><i>Agree?</i></b>	<b><i>Comment</i></b>
1) That the Council considers every three years if it would be appropriate to revise the tenancy agreement.	Yes	N/A

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Measure	Measure	Reporting Frequency	2021/22	2022/23		Comments
			EOY result	Target EOY	Results at EOY	
Corporate or Service KPI	Description					
Corporate	Number of Rough Sleepers without an offer of accommodation	Quarterly	New measure	30	34	This figure has remained fairly consistent over the last year, there was an increase in the number of people newly rough sleeping in March in excess of the capacity in the Somewhere Safe to Stay service and other forms of supported accommodation. The council has the opportunity to bid for additional funding from the government's Rough Sleeping Initiative which will allow additional provisions to be made available in Q1 of 23/24. Next year will continue to increase our Housing First offer which will support a move off the street for some of our more entrenched rough sleepers. Of the 34, 10 individuals have no recourse to public funds meaning that we as a local authority are not permitted to offer accommodation. We can, and do, offer support that enables the individuals to regularise their immigration status but this cohort is currently unwilling to engage with the support that is offered.
Corporate	Total number of affordable homes in Oxford completed in year	Quarterly	Multi year target	None set	397	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 Rent homes completed of those 1,600. The programme is currently forecast to achieve the four-year targets. To date, 397 affordable homes have been completed in Oxford, of which 218 are social rented homes.
Housing Services	Households in Temporary Accommodation	Monthly	110	95	117	We have continued to see pressure on our temporary accommodation (t/a) throughout the financial year. In particular, we saw more households coming to us when already homeless towards the latter part of 2022. We have seen a very busy quarter 4 - we carried out 161 Initial Assessments for households under the Homelessness Reduction Act. 74 (46%) of those households were owed a Relief Duty. This can be compared to earlier in the year, when in Q1 we carried out a total of 75 HRA IA and where 31 of these were owed a Relief Duty. A focussed effort has been made in Housing Needs to contain the numbers in t/a by focussing on prevention in order to avoid placements. This has resulted in the number of households in t/a being broadly flat, with a peak in January of 125. At a recent visit by DLUHC, they commented that our stable number of households in t/a is very positive. The trend in the South East is a rapid increase in t/a numbers. This regional and national trend highlights that there is significant risk that we will also see increasing pressure on t/a in Oxford in the near future.
Housing Services	Households in Temporary Accommodation 12 months +	Monthly	New measure	7	23	We have unfortunately seen an increase in the number of households in t/a for 12 months or more compared to the previous quarter. Although an increase when compared to the previous months, it is a good improvement since April 2022, when 36 households had been in t/a for 12 months or more. As mentioned above the service is under increased pressure with approaches to homelessness services and placements into t/a increasing, towards the end of this year we also had to prioritise some resources to reduce the number of households in B&B accommodation. The delay in getting council properties re-let as well as limited suitable and affordable options in the private rented sector contribute to this figure increasing. Of the 23 households in t/a for 12 months or more, just under half have accepted an offer of social rented accommodation and are waiting to move out of t/a and into this permanent accommodation. We expect the number of households in t/a for 12 months or more to continue to reduce due to these households moving out shortly. We also expect to see a reduction throughout 2023/24 as we will see the ambitious transformation work embed new working practices across teams even further.
Housing Services	Prevention Duty outcomes secured accommodation 6 + months at end of Prevention Duty	Quarterly	55%	60%	63%	We continue to achieve good outcomes for households we work with under a Prevention Duty. At the end of the financial year, we have helped secure accommodation for 6 months or more for 68% of households where a Prevention Duty was closed. This shows that our focus on prevention across the organisation is continuing to have positive results, particularly as there is a lack of affordable accommodation in the city and overall circumstances have compounded challenges with general increased living costs facing residents. Please note that this data is provisional, and we will only have the exact figure once our HCLIC return for 2022/23 has been published by DLUHC.

Housing Services	Total standard re-let time (House Mark definition)	Quarterly		21	89.61 days	There have been a series of additional measures put in place to reduce void re-let times. However, for the reasons set out in previous commentary (high number of new stock being handed over, increased pressure on ODS to carry out works to acquired properties, and increased work due to health and safety requirements), the overall voids time for the full year is extremely high. As well as the additional resources in ODS to carry out work, the requirement to routinely test for legionella before beginning surveys has ceased, and a surveying resource is being used to pre-inspect transfer applicants in the high priority bands so that ahead of the property becoming void, the asbestos survey can be carried out, any day to day repairs can be identified and rectified and any major works required, such as kitchens and bathrooms, can be surveyed and programmed ahead of time. ODS have also now developed intelligent void forms for surveyors and operatives working in properties which will further improve efficiency. The Allocations team continue to prioritise allocations and nominations where properties are ready or almost ready to let however the large number of properties available, including Council & RP new builds mean that they are working on around 80 shortlists at any given point in time (as at end March) which is impacting on the overall relet times. A review of the Allocations Team's processes has concluded, and over the coming months a number of significant changes to process will be implemented that will support faster turnaround times.
ODS	Percentage of Emergency Repairs completed on time	Monthly	Not available	99%	99.6%	A total of 10,217 emergency jobs were completed in 22/23, with 99.6% of these completed on time.
Financial services	Rent collected	Monthly	Not available	98.00%	99.52%	At the end of March 2022, the Council were above target for the rent collected as a percentage of rent collectable. 99.52% of rent had been collected against the target of 98.00%. Rent arrears at the same time stood at 1,191,660.22 compared to £1,460,810.78 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%	23.59%	The end of year target is for 38% of our own domestic housing stock to have an EPC rating of C or below. We have delivered a partially government funded LAD1b project improving 47 properties to an EPC C. Funding for SHDF wave 2.1 has now been secured and will be used to deliver improvements to a further 316 EPC below C properties over the next 2 years.

**To:** Cabinet  
**Date:** 12 July 2023  
**Report of:** Head of Housing  
**Title of Report:** Future resettlement commitments for new refugee families

Summary and recommendations	
<b>Purpose of report:</b>	To seek approval for future commitments for resettling new refugee families into Oxford and seek approval to go to tender to commission the provision of person centred support
<b>Key decision:</b>	Yes
<b>Cabinet Member:</b>	Councillor Linda Smith, Cabinet member for Housing,
<b>Corporate Priority:</b>	Deliver More Affordable Housing and Support Thriving Communities
<b>Policy Framework:</b>	Housing, Homelessness and Rough Sleeping Strategy 2023 – 2028

<b>Recommendations:</b> That Cabinet resolves to:	
1.	<b>Approve</b> the resettlement of a minimum of 8 refugee families per year from any of the resettlement schemes highlighted in this report for a period of 5 years from 2023 to 2028, on the condition that the requirements in paragraph 21 of this report are consistently met to ensure scheme viability;
2.	<b>Delegate authority</b> to the Executive Director (Communities and People), in consultation with the Cabinet Member for Housing, to agree the resettlement of additional refugees above this allocation (which will incur additional expenditure from Home Office grant funding for support provision) subject to sufficient grant funding;
3.	<b>Approve</b> the use of Home Office grant funding of up to £1,313,840 (see Appendix 2) to procure the provision of 2 years of person centred support for each refugee family arriving in Oxford during the 5 year period between 2023 -2028;
4.	<b>Delegate authority</b> to the Head of Housing in consultation with the Cabinet Member for Housing to approve the use of the Home Office grant funding to procure additional person centred support as required; and

5. **Delegate authority** to the Head of Housing in consultation with the Head of Financial Services/S151 Officer, the Head of Law and Governance and the Cabinet Member for Housing to allocate the approved budget and enter into contract(s) with a provider(s) for the provision of person centred support.

### **Appendices**

Appendix 1	Home Office Funding Schedule
Appendix 2	Financial modelling for future refugee resettlement
Appendix 3	Family funding comparison over 5 years for new United Kingdom Resettlement Scheme (UKRS) based on proposed new person centred model (updated 08/07/21)
Appendix 4	Risk Register

### **Introduction and background**

1. The purpose of this report is to seek approval to continue the Council's resettlement programme to potentially resettle a further minimum of 40 families over the next 5 year period and includes the approval of budget provision to procure wrap around support provision for the households.
2. There is an ongoing need to resettle refugee families as globally there are circa 100 million forcibly displaced people. There are currently circa 7000 Afghan refugees that continue to live in bridging hotels across the UK and the Government has committed to resettling 20,000 Afghan refugees over a 3 year period. This requires all local authorities to consider and plan for the successful resettlement of new households into our area.
3. Since December 2015 Oxford City Council has successfully resettled 47 refugee families that have arrived through government resettlement schemes namely Syrian Vulnerable Persons Resettlement Scheme (SVPRS), Afghan Relocations and Allocations Policy (ARAP), Afghan Citizens Resettlement Scheme (ACRS) and the United Kingdom Resettlement Scheme (UKRS) with the last family of our current commitment due to arrive in June 2023.
4. Oxfordshire has been recognised as one of the few counties that continue to support the resettling of refugees within UKRS. Oxford City Council's resettlement programme has proved its success by assisting refugees to become financially independent to the extent that 66% of the 30 SVPRS families and 80% of the 10 Afghan families have at least one person in employment. This report outlines the potential to continue and build on this work in the coming years by resettling more households.

### **Context of wider asylum, migrant & refugee challenges in Oxfordshire**

5. There are many challenges in supporting refugees and asylum seekers as more people seek refuge in the UK and Oxford from war and crisis in other parts of the world. This context is important as we consider new resettlement commitments, alongside the pressures upon resources of housing, support, community and specialist services.

6. At present the Home Office have commissioned the Kassam Stadium Hotel to be used as Asylum Seeker Contingency accommodation where it currently hosts approximately 220 asylum seekers who are currently awaiting the outcome of their respective asylum claims. Once asylum has been granted, there is potential for some individuals to remain in or around the city and will therefore be looking to seek accommodation and support locally, including support for housing from the City Council.
7. Since the start of the Russian invasion of Ukraine, Oxford City has welcomed 424 Ukrainian guests as of 21<sup>st</sup> of April, through hosting arrangements. 39 Ukrainian households have moved on into private rent/social housing, some of those moves supported by Oxford City Council, some entirely independent. While Oxford has welcomed Ukrainian refugees this inevitably puts further demand on the housing market.
8. Oxford City Council is working collaboratively with Oxfordshire County Council and District Councils to implement and deliver the Countywide Re-matching Service for the Homes for Ukraine project, moving those who have to leave hosting arrangements to new accommodation, to minimise homeless presentations across all City and Districts in Oxfordshire. Countywide work is also ongoing to increase the supply of longer term accommodation for Ukrainian guests and Afghan bridging hotel families, and to implement a support contract to support Ukrainian families.
9. Afghan households in bridging hotel nationally are being moved on by central government, and therefore are being encouraged to self-find their own accommodation. We are already receiving enquiries of support from this cohort.
10. Oxford city has a population of circa 165,000, of which, approximately 56,000 are migrants, refugees or asylum seekers. The Council has already made a commitment to renew its City of Sanctuary accreditation and make any necessary adaptations to its practice to meet the criteria, which will lead it to become a more accessible and welcoming organisation for all migrant cohorts.

### **Why make further refugee resettlement commitments?**

11. Within this difficult national and local context, the Council needs to consider what its plans are for the future of refugee resettlement as there continues to be a growing need to offer sanctuary to those who are victims of war, persecution and the impacts of a changing climate for the foreseeable future.
12. There is a strong ongoing case to take further cohorts of households, seeing as welcoming refugee families into our community meets the Council's obligations of being an Authority of Sanctuary and aligns to our corporate strategy priorities. In addition, the government resettlement schemes are grant funded by the Home Office, therefore the success that the Council has had with resettling 47 families has not incurred a financial burden to the Council and the community.
13. The shared learning of welcoming refugee families has allowed the Council to use the resettlement grant funding to develop and deliver projects such as:
  - a. School Advocacy project – helping parents understand and be part of their child's educational journey.
  - b. Refugee Employment Support Programme – Due to be launched in June 2023, this will be a pilot project which will be a co-produced, bespoke service to assist refugees into their aspired employment pathway.

- c. Refugee Counselling Service – dedicated counselling service for refugees who have been impacted by the effects of trauma which hinders their progress into leading a fulfilling life.
14. The success that has been attained so far with the 17 (UKRS/Afghan) families that have recently arrived here is that 13 of the families do not require additional financial help as they are able to cover their rent through their benefit and/or employment income. The remaining 4 families are claiming Discretionary Housing Payments (DHP) which is paid for by grant funding received for the duration of the programme. This demonstrates the effectiveness of the resettlement support to help the families become financially independent.

### **A new refugee resettlement programme for Oxford**

15. Officers have planned for a new 5 year programme for refugee resettlement from any of the Home Office schemes such as Afghan Relocations and Allocations Policy (ARAP), Afghan Citizens Resettlement Scheme (ACRS) and the United Kingdom Resettlement Scheme (UKRS). It is planned to resettle a minimum of 8 households in the City each year, where the Council will be housing the households in affordable private rented accommodation, with wrap around support for each household which is procured by the Council and all funded via the Home Office grant.
16. As part of this planning, officers have considered the optimum number of households to resettle to deliver in a new resettlement programme, both by using current experience as per financial modelling in Appendix 2, and as per previous modelling comparison (Appendix 3 – Extract from SVPRS/UKRS Brief Update July 2021); 8 families proved to be the most financially viable and would allow for the scheme to be completely self-financing, while still being an ambitious programme that would make a huge difference for refugee households.
17. The Council would receive grant funding of £20,520 per person for each household that it resettles in Oxford through the programme. This figure has not changed since the SVPRS programme commenced in 2015 and it is the same for all resettlement schemes listed above, whether a 3 year or 5 year programme.
18. Appendix 2 illustrates the grant income and expenditure on households, for the UKRS and Afghan families that have arrived since Dec 2021. The first year is the largest expenditure as that includes housing setup costs. The support and resource costs have been based on current costs, and does not factor increase in cost of living.
19. Officers are proposing a 5 year programme of resettlement. The opportunity of a new tender to commission support provision for a longer term will enable design refinement of support delivery encouraging the support provider and stakeholder partners to be able to make efficiencies, and help the planning of local provision giving job security and stability for staff, which in turn helps recruitment and retention.
20. A longer programme of delivery also allows for new longer term investments and opportunities of collaborative working with landlords and partners respectively, improving efficiency of council resources to the benefit of both the refugee community and the wider community in the city.

21. To ensure that there are adequate safeguards in place over a 5 year programme, our commitment will only continue if the following conditions are met, that government funding continues to support the schemes and suitable, and viable private rented accommodation can be secured to resettle households. Should an excess of 8 properties per year be secured, that excess will contribute to the following year's commitment. There will be an annual review of programme viability.

### **Options available**

22. Recommendation –To resettle a minimum of 8 refugee families per year for as long as financially viable for up to 5 years, and for budget provision made available to proceed with the open tender process to secure a support provider to deliver person centred support for new family arrivals.
23. Do nothing – The Council would not facilitate any resettlement in the city, but resettlement is likely to occur anyway through household choice and Home Office decisions, and the Council would not benefit from grant funding to support households. Potential for homelessness presentations from resettling households, that the Council may under its' statutory duties be obliged to rehouse. It would also be perceived that the council will be not fulfilling its commitment to becoming an Authority of Sanctuary and not aligned to its strategic priorities.

### **Financial implications.**

24. There are no budget implications to the Council as the resettlement schemes are modelled and covered by grant provision. To date, there have been no overspend and there is robust mitigation and risk assessment in place to manage the risk of overspend. The Council's successful previous experience has required it to secure properties with upfront costs as per Appendix 2 and to cover costs of the support provision which is currently paid quarterly in arrears. Recommendation 2 will be completely funded by Home Office grant funding. Should there be a need to relieve initial pressure of project setup costs or inflationary pressures, there is an existing underspend on the current programme that can be utilised that is held back and ring fenced for use for refugee resettlement.
25. Appendix 2 has identified a potential surplus and potential allocation of funds for rent bonds on the scheme which to date, no claims have ever been received, therefore both could be used to support Discretionary Housing Payments (DHP) or as a potential hardship fund, should the cost of living impact cohort families to the point where we need to provide further support. However, as highlighted in paragraphs 4 and 14 above, families are supported to become financially independent earlier to alleviate potential financial pressures during the remaining term of their respective resettlement programme
26. There will be an annual viability review on the delivery of this programme, so that if financially the scheme is no longer viable costs can be contained by taking no further families, and further details of risks and mitigations can be found in Appendix 4.

### Legal issues

27. The Home Office issue annual funding instructions for all resettlement schemes to ensure all funds are used in accordance to their guidance. The Council would be required to monitor and evaluate families' progress and complete evaluation reports as and when required by the Home Office.

### Level of risk

28. Highlighted in para. 21 the council are keen to ensure that this project remains viable. Using appropriate communication tools it will promote the benefits of welcoming refugee families to our city clarifying that there will be minimal impact on public resource i.e. social housing etc. See risk register Appendix 4 for further details.

### Equalities impact

29. This new programme of refugee resettlement is aligned to and forms part of the effort to deliver the Council's Housing, Homelessness and Rough Sleeping Strategy which has been subject to a full equality impact assessment. There are no adverse impacts in undertaking this activity to continue on the Council's success of welcoming more vulnerable families into our diverse community.

### Environmental

30. There are few environmental considerations arising directly from this report as any new welcomed families would be placed into existing private rented properties within the city which will be registered with the council's selective licensing scheme which takes into consideration environmental impact.

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**Background Papers:** None



# APPENDIX 1

## Home Office Funding Schedule:

### United Kingdom Resettlement Scheme (UKRS)

(ref: Home Office Funding Instruction for local authorities in the support of the United Kingdom's Resettlement Schemes May 22 v1.0)

#### Financial Year 2022-2023

Funding Period	Amount Received per head (£)	Total income received based on 29 people arriving (Appendix 1)(£)
Year 1	8,520	247,080
Year 2	5,000	145,000
Year 3	3,700	107,300
Year 4	2,300	66,700
Year 5	1,000	29,000
Total	20,520	595,080

### Afghan Resettlement Schemes (ARAP/ACRS)

(ref: Funding Instruction for local authorities in the support of the Afghan Citizens Resettlement Scheme and Afghan Relocation and Assistance Policy INTEGRATION SUPPORT Grant Reference Number: 392 Financial Year 2023-2024 v0.3)

Funding Period	Amount Received per head (£)	Total income received based on 29 people arriving (Appendix 1)(£)
Year 1	10,500	304,500
Year 2	6,000	174,000
Year 3	4,020	116,580
Total	20,520	595,080

Over the 3 or 5 year period all grant funding will be received from the Home Office by instalments as indicated in the tables above.

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## APPENDIX 2

### Financial modelling for Future Refugee Resettlement

£20,520 grant funded income received per person (totals based on 29 people) whether 3yr Afghan Scheme or 5yr UKRS. Financial modelling based on 8 families being viable.

#### INCOME and Family Configuration

#### Property Type, Rent and LHA

Potential typical households below:

Number of persons per family	Number of families proposed/properties needed	Proposed total of grant funding income (£)	Number of bedrooms required	Typical rent per month per property as of 25/04/23 (Rightmove) (£)	Local Housing Allowance (LHA) (£)	Shortfall amount between rent & LHA (does not include potential benefit cap) (£)
6	1	123,120	4	2,200	1585	615
4	4	328,320	3	1,450	1100	350
3	1	61,560	2	1,200	912	288
2	2	82,080	2	1,200	912	288

**Total (Year 1 commitment)**

**8**

**595,080**

Projected potential totals for 5 year commitment of 8 families (household configuration as above) per year

40

2,975,400

Appendix 2  
Continued

**EXPENDITURE**

NB: Costs does not allow for inflation		Cost Type	Total for 8 properties (£)	Support Type	Total for 8 families (£)			
36	Housing Setup Costs	Finder's Fee(FF) per property £1000	8,000	Support and Resource	Person centred support for 2 years (based on current average of provision per £32,841 household)	262,768	(equates to £1,313,840 for 5yrs which will be tendered)	
		1 month Rent in Advance(RIA)	11,600		Personalisation Fund (16 adults) £500 incentive to improve route to financial independence	8,000		
		5 weeks Deposit	13,385		School Uniform £80 per child (15 children)	1,200		
		Potential up to 2 months Holding Fee (HF) i.e. 2 mths rent equiv.	23,200		Potential rent top required for 1 year	34,548		
		12 mths Rent Bond (albeit rarely claimed against if at all) total worth £139,200 but allowed worst case scenario should half be claimed	69,600		OCC Refugee & Migrant Officer (F/T) incl. on costs	46,535		
		Furnishings @ £1800 per property	14,400		OCC Senior Refugee & Migrant Officer (F/T) incl. on costs	58,057		
		Selective Licensing @ £480 per property	3,840					
		Council Tax void loss (2mths @ £200pcm)	3,200		Contingency	15,000		
								<b>Total Expenditure per annum (£) (Housing setup costs + Support and Resource)</b>
		<b>Total</b>			<b>147,225</b>			<b>426,108</b>
					Projected 5 year expenditure ( 573,333 x 5yrs)	<b>2,866,665</b>		
					Potential Surplus (total income – total expenditure)	<b>108,735</b>		

The highest expenditure is within Year 1 as that includes the initial housing setup costs as well as the initial resettling support, however this is mitigated by higher instalments of total funding. Therefore the first year expenditure would total £441,949 (including half of the support costs), however, this includes staffing costs, which have already been subsidised by the surplus of the SVPRS scheme. It should also be noted that funds of £69K have been allocated to be used for rent bonds and to date, no claims have been made against this provision.

### APPENDIX 3

**Family Funding Comparison over 5 years for new UKRS based on proposed new person centred model (updated 08/07/21)**  
 (Extract from SVPRS/UKRS Brief Update July 2021)

	<b>10 families (42 people) Jan 2022-Jan 2027 (£)</b>	<b>8 families (34 people) Jan 2022- Jan 2027 (£)</b>	<b>5 families (21 people) Jan 2022-Jan 2027 (£)</b>	<b>3 families (14 people) Jan 2022-Jan 2027 (£)</b>
Income from Home Office@ £20,500 per head for 5yr period	<b>861,000</b>	<b>697,000</b>	<b>430,500</b>	<b>287,000</b>
ESOL funding for each adult at £850 per head	17,000 (20 adults)	13,600 (16 adults)	8,500 (10 adults)	5,100 (6 adults)
Initial ESOL Assessment Cost @ £150 adult	3,000	2,400	1,500	£900
Total remaining for additional ESOL provision on top of existing classes and volunteering methods	14,000	11,200	7,000	4,200
<b>Expenditure</b>				
Total Expenditure Based on current SVPRS model	840,789	691,229	431,851	308,581
<b>Surplus Total = (Home Office income - Total Expenditure)</b>	<b>20,211</b>	<b>5,771</b>	<b>-1,351</b>	<b>-21,581</b>

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APPENDIX 4 - Risk Register

Future resettlement commitments for new refugee families

As at: 25.04.2023

39

Ref	Title	Risk Description	Opp / Threat	Cause	Consequence	Risk Treatment	Date Raised	Owner	Gross		Current			Target		Comments	Control / Mitigation Description	Date Due	Action Status	% Progress	Action Owner
									P	I	P	I	Score	P	I						
	Project viability	There may be a lack of properties that come forward to allow us to meet our commitment.	Threat	Inability to secure suitable properties from the open rental market and competing within a limited rental market with those who are facing homelessness or seeking asylum dispersal accommodation	Would need to give 30 days notice to support provider, may have some financial impact, potential reputational damage	Reduce	25/04/23	Alan Chandler	3	3	2	3	6	2	2		1. Marketing and communication tools to advertise our need for properties. 2. The resettlement scheme landlord offer is generous and can be flexible. 3. Afghan FYOA scheme introduced customers will source their own properties. 4. Discussions to be had with local colleges, existing portfolio landlords and Aspire Oxford Social Lettings programme to explore the potential of procuring more properties. 6. Annual viability review.	01/09/23			
	Affordability	The private market is incredibly challenging and there is a known shortfall in rent between LHA rates and market rates.	Threat	The local market rent is currently increasing therefore the shortfall gap from LHA is widening. Some families may be victims of the benefit cap rules.	Some families may require financial support for longer than the programme delivery	Reduce	25/04/23	Alan Chandler	3	3	2	3	6	2	2		1. Referrals into early intervention/prevention support. 2. The council have commissioned local partners to deliver a collaborative, sustainable single end to end bespoke service called the Refugee Employment Support Programme to further assist refugees and potentially the wider migrant community to secure employment. This programme is due to commence June 2023	01/09/23			
	Meeting the needs	Some families may have complex needs and may be unable to secure sustainable employment	Threat	Inability to secure long term sustainable employment to meet their needs	Some families may require financial support for longer than the programme delivery	Reduce	25/04/23	Alan Chandler	3	3	3	2	6	2	2		1. Referrals into early intervention/prevention support. 2. The council have commissioned local partners to deliver a collaborative, sustainable single end to end bespoke service called the Refugee Employment Support Programme to further assist refugees and potentially the wider migrant community to secure employment. This programme is due to commence June 2023	01/09/23			
	Partners limited capacity	Local charities have limited resource and are being stretched to capacity to meet the uncontrolled needs of the recent influx of asylum seekers	Threat	Due to increase on demand on their services from influx of Asylum Seekers without funding to support them.	May not be able to secure a local support provider to help us deliver this new resettlement commitment	Accept	25/04/23	Alan Chandler	2	2	1	1	1	1	1		1. The support contract would go through a tender to select the organisation that could deliver. 2. Any new contract created within this 5 year period will have a break clause included should the event arise that there are insufficient properties or resources available to deliver this programme.	01/09/23			
	Project viability	The UKRS scheme is a rolling year programme therefore will have to await government announcement if it wishes to continue.	Threat	Should insufficient numbers come from other resettlement schemes may become a project viability issue	Project may become unviable to deliver if insufficient properties available	Reduce	25/04/23	Alan Chandler	2	2	1	1	1	1	1		Alternative resettlement schemes can be used to ensure project viability met.	01/09/23			
	Council resource	The current Resettlement Migrant Officer post (FTE) is fixed term has been recently extended until 30/06/25	Threat	Due to uncertainty of role may decide to seek permanent contract elsewhere	Impact internal resource to fulfill programme delivery effectively and efficiently, there would be a delay in programme delivery until recruitment completed	Reduce	25/04/23	Alan Chandler	2	2	1	1	1	1	1	funding from existing UKRS/Afghan schemes covering costs of resource	The financial modelling has made allowance for the Refugee & Migrant Officer post (FTE) and the Senior Refugee & Migrant Officer post (FTE) to be continued for the 5 year period	31/03/23	In Progress	80%	

	Adverse public opinion/media intervention	Negative publicity for receiving more new refugee families	Threat	Mis managed comms regarding new family arrivals	May cause discord with council/community	Avoid	25/04/23	Alan Chandler	3	3	2	2	4	1	1		National awareness of plight of refugee issues & positive financial/diverse community gain	01/09/23			
	Future commitment	Not to go ahead with future commitment	Opportunity	Council decision not to enter new commitment	Missed funding opportunities to benefit not only the refugee families but for the wider community who also benefit from initiatives that come from these resettlement programmes. Reputational damage, negative impact upon authority of sanctuary project.	Avoid	25/04/23	Alan Chandler	3	4	3	3	9	1	1		Report sets out rationale for going ahead with future commitment	25/04/23	In Progress	50%	





# Oxford City Council

2022 Tenant Satisfaction Survey  
Survey report

December 2022







# Tenant Survey 2022

Prepared for: Oxford City Council

by: Acuity Research & Practice

December 2022

**Produced by Acuity**

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## Executive Summary

Oxford City Council (Oxford CC) commissioned Acuity to carry out a tenant satisfaction survey and 925 tenants completed a telephone interview. This report shows the results from the tenants of Oxford CC, and these are generally positive, with satisfaction increasing in the majority of areas. The survey recorded many good ratings including the value for money of the rent (**97%**), the customer service (**86%**), repairs service received (**85%**) and that tenants are provided with a safe and well-maintained home (**85%**) - all of which are reflected in the finding that **75%** of tenants are satisfied with the overall services provided by Oxford CC.

### Key Findings

Three-quarters of tenants (**75%**) are satisfied with the overall housing and repairs services provided by Oxford City Council, although 13% are dissatisfied.

**79%** of Oxford CC tenants are satisfied with the overall quality of their home, **85%** that is it safe and well-maintained and **80%** that the communal areas are clean and well-maintained.

Nearly nine out of ten tenants are satisfied with the value for money represented by their rent (**87%**), however, satisfaction with the service charge is a little lower than for the rent, **70%** are satisfied. Further to this, over two-thirds of tenants are satisfied with the energy efficiency and level of insulation in their homes (**68%**).

**84%** of tenants are satisfied with their neighbourhood as a place to live and **84%** of tenants are also satisfied with the overall appearance of their surrounding area/neighbourhood.

Around four-fifths of tenants are satisfied with the repairs and maintenance service (**79%**) with more of tenants being satisfied with the repairs service they have received in the last 12 months (**85%**). Satisfaction with the time taken to complete the most recent repair after reporting it is less than with the service in the last 12 months (**79%**).

Some **86%** of tenants are satisfied with the customer service they receive from Oxford CC. **83%** of tenants are satisfied that they are kept informed about things that might affect them, however, fewer are satisfied that the Council treats them fairly and with respect (**82%**) or how they listen to tenants' views and act upon them (**65%**).

Over two-thirds of tenants (**68%**) are satisfied with how the Council handles anti-social behaviour and two-thirds of tenants (**66%**) are satisfied with the way their complaint was handled.

### Conclusion

Satisfaction with the services delivered by Oxford City Council is good and is maintaining good levels despite a general fall in satisfaction across the sector. This report highlights the main areas of operation and will help Oxford CC target areas for improvement.

### Further analysis

Throughout the survey, some good levels of satisfaction are found, and the findings are an endorsement of the commitment of Oxford CC and its staff.

### Key Driver Analysis

Key driver analysis reveals the strong influence of the repairs service, followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge. If improvements can be made with these, it is likely that overall satisfaction will also increase.

### Comparison with Other Landlords

Oxford CC compares well with other landlords. Satisfaction on most of the key measures that match with the current survey are above the median on the majority of measures, between **2%** and **8%**, scoring in the second quartile. However, satisfaction is below the median on just two measures, satisfaction with overall services (**6%** below) and listening to views and acting upon them (**5%** below).



### Over Time

It has been possible to compare the results from the 2022 survey with those of previous surveys in 2014, 2015 and 2022 where the questions match. This shows that despite a 1% decrease in satisfaction with overall services since the previous survey, satisfaction in other areas has risen, between 1% and 15%.

### Subgroups

The results have also been looked at by ward, the age of tenants, tenancy length and property types.

On overall satisfaction, the most satisfied are those in Northfield Brook (93%) and Carfax & Jericho (90%) with just 46% satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached. A fuller description of the ward results is shown in Appendix I to this report.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction, 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonettes are the least satisfied with 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.

### Recommendations

The survey found very few areas where it could be said that there was any problem. However, the Council may wish to look at the following areas more closely:

**Repairs** – The repairs service is the key driver for satisfaction with 79% of tenants being satisfied generally, 85% satisfied with the repairs

service they have received in the last 12 months and 79% satisfied with the time taken to complete their most recent repair. The open comments give an insight into the main areas of concern, primarily improvements to the timescales to complete works, in addition to dealing with outstanding and forgotten repairs and the quality of the work completed. It is likely that this is caused by the knock-on effect of the recent pandemic, however, it could provide the Council with some open avenues to increase satisfaction.

**Complaints** – Complaints handling was found to be a key driver of overall satisfaction and is often a notoriously difficult area to perform well in. The Council may find it worthwhile to perform further, more in-depth, analysis around this area to determine where improvements can be made.

**Communications & Contact** – When asked what could be improved, communications were consistently mentioned with tenants wanting this improved generally and for Oxford CC to listen to them more carefully. Whilst listening to views and acting upon them (65%) and keeping tenants informed (83%) are not key drivers of overall satisfaction, treating residents fairly and with respect (82%) is and it is important that Oxford CC retains these relatively high scores to drive overall satisfaction and resident engagement. Further investigation into the factors behind tenant satisfaction with listening to views and acting upon them would likely be useful in improving satisfaction and customer service and engagement.



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# 1. Introduction

Acuity was commissioned by Oxford City Council (Oxford CC) to survey its tenants to collect data on their opinions and attitudes towards their landlord and the services provided. The survey was designed using Housemark's STAR questions for tenant satisfaction surveys, including the draft TSM surveys which are set to be introduced by the regulator in 2023, as well as many specific to Oxford CC.

## Aim of the survey

The aim of this survey is to provide data on tenant satisfaction, which will allow Oxford CC to:

- Provide an up-to-date picture of tenants' satisfaction with their homes and with the services provided by Oxford CC
- Analyse satisfaction by tenant diversity and specific subgroups, tenure, ward, age range and ethnicity
- Compare the performance against previous years (where questions match)
- Compare performance against other social landlords
- Inform decisions regarding future service development.

## About STAR

In July 2011, Housemark launched STAR – a set of questions designed to measure tenant satisfaction in the housing sector. This was reviewed in 2019/20 and new questions were added to the core list of questions.

The STAR approach ensures social housing providers remain equipped with the means of comparing key satisfaction results with other landlords and also provides a framework for trend analysis.

Undertaking STAR surveys is just one of many different methods of involvement that landlords are able to use to engage with their tenants as part of a wider coordinated customer

engagement strategy.

## Sampling frame and fieldwork

The intention was to call around 925 tenants where contact details were known but also give the tenants an opportunity to complete an online survey. The telephone calls took place between the 27<sup>th</sup> of October 2022 and the 23<sup>rd</sup> of November 2022.

## Questionnaire design

The questionnaire consisted of 30 questions including 2 permission questions. The questions were a combination of STAR and TSM question sets in addition to Oxford CC specific questions.

## Accuracy & weighting

For the overall results, Acuity and Housemark recommend that surveys of under 10,000 population achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. This means that, for example, if 75% of tenants answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond – would be between 71% and 79%.

For Oxford CC, when the data is analysed for all tenants, 928 responses were achieved. This response is high enough to conclude that any figures quoted at this level are accurate to within  $\pm 3.0\%$ , this is well inside the recommended margin for error and will give good accurate results (see Figure 1.1).

The raw data has been checked to take into account any differences between the responding tenants.

## Presenting the findings

This report focuses on the key findings of the survey and the results are analysed by:

- Ward
- Tenant diversity
- Comparison with previous years





## Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

### Rounding

The vast majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the data files to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause the percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report, percentages may be expressed to one decimal place.

### Excluding 'don't know' and 'no opinion'

In general, in line with the convention for satisfaction surveys, only valid responses to questions have been included and all non-valid

responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'no opinion', 'can't remember' or 'don't know' (where these are possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments and charts.

### Quality standard

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

### Acknowledgements

Our thanks go firstly to the tenants of Oxford CC who took part in the survey. We would also like to thank the staff of Oxford CC for their assistance with the project, and our particular thanks go to Wendy Hind, Tenant Involvement Manager, for her help throughout the project.

Figure 1.1 Survey sampling, weighted response and reliability

Tenure	Number of tenants	Completed surveys	Response rate	Sampling error (%)
<b>Total</b>	<b>7,576</b>	<b>928</b>	<b>12.3%</b>	<b>+3.0%</b>



## 2. Overall satisfaction with services

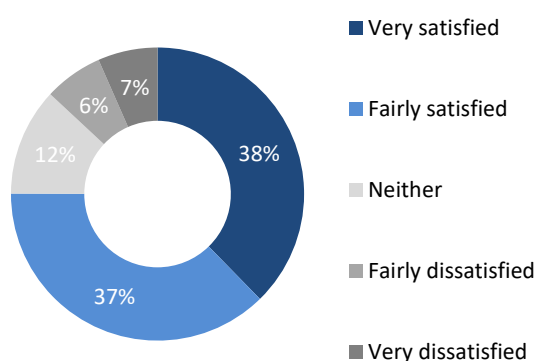
This chapter examines the overall rating for Oxford CC services and is often seen as the headline figure in the survey. Chapter 12 explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at Oxford CC.

### 2.1 Landlord services

Tenants were asked, **‘Taking everything into account, how satisfied or dissatisfied are you with the services provided by Oxford City Council (and repairs) service?’**

75% of tenants are satisfied with the services provided by Oxford CC. Two-fifths of tenants said they are very satisfied with the services provided (38%), whilst 37% are fairly satisfied. There are 13% who are dissatisfied with the service provided, 7% very dissatisfied and 6% fairly dissatisfied and a further 12% are neither satisfied nor dissatisfied.

Figure 2.1: Satisfaction with services provided by Oxford CC

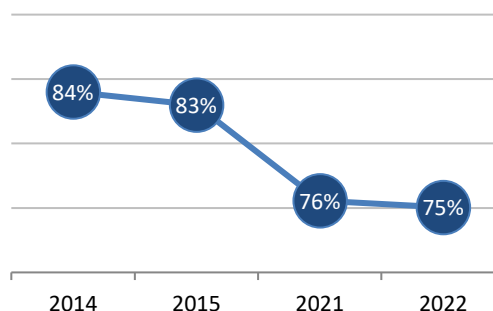


#### Trend analysis

Oxford City Council has carried out a number of satisfaction surveys with its tenants going back to 2006 but has asked that a trend is shown from the years 2014 and 2015 up to the current results. This will be included throughout the report where the questions match with the current survey.

The chart below shows that satisfaction has been declining from a high of 84% in 2014 and it fell a little further by 1% between 2021 and 2022.

Figure 2.2: Satisfaction with services provided over time



#### Further analysis

Oxford CC asked that the results are analysed by further subgroups in addition to the tenure split. These include the wards where it operates, and by different demographic factors, age, ethnicity and tenancy length.

The ward results are shown in Appendix I of this report, and the demographic results are summarised in section 11.

#### Comments on overall services

Tenants were asked if they could explain their answer for their satisfaction with the overall services provided. 1,394 comments were received in total and 38% of these are positive in nature and show that tenants are generally satisfied with the overall service that they receive with 118 commenting on positive aspects of the repairs workforce.

Of the more negative comments, 26% are aimed at day-to-day repairs, 9% customer services and contact and 5% property condition.

Figure 2.3: Reasons for overall satisfaction

Reason	Percentage
Day-to-day repairs	26%
Timescales to complete repairs	133
Outstanding / forgotten repairs	84
Quality of work	28
Appointments	25
Had to report repair multiple times	18
Right first time	12



Repairs covered in service level	10
Communication about repair (before work started)	10
Repairs service generally	10
Treatment of resident / home	8
Replace not repair	6
Keep informed of repair progress	5
Contractor	3
Ease of reporting repair	3
Job details given to contractor	2
Quality checking	2
Contractor communications	1
<b>Customer services &amp; contact</b>	<b>9%</b>
Answering phones	18
Return call / email	17
Care, empathy, support etc	16
Resolving problems	13
Time taken to resolve enquiry	13
Keep promises	8
Be more proactive	7
Call/contact handling - passed around	7
Understanding Residents Circumstances	6
Complaints handling	5
Staff knowledge / turnover	3
Complaint not resolved	3
Take ownership	3
Internal communications	3
Accessibility / Language barriers	3
Automated system	2
Contact information	1
Opening hours	1
Digital self-service	1
<b>Property condition</b>	<b>5%</b>
Damp / mould / condensation	24
Condition of the property	18
Insulation	5
Safety checks	4
External property maintenance	3
Roof repairs	2
Pest/vermin control	2
Build quality/defects on new build	2
Condition of property at letting	2
Subsidence	1
<b>Tenant services and management</b>	<b>3%</b>
Help for older residents/health issues	13
Rent issues, arrears, HB	7
Decorating /handyman service	5

Value for money (rent/service charge)	4
Financial difficulties	3
Overcrowding	3
Gardening service	3
Paying for services do not receive (service charge)	2
Purchase property	2
Rent harmonisation	1
<b>Home improvements</b>	<b>3%</b>
New kitchen, bathroom	11
Quality of refurbishment	10
Heating system	5
New doors or windows	5
Property adaptations	5
General home improvements	4
<b>Neighbourhood problems</b>	<b>2%</b>
Car parking, signage and garage areas	8
Anti-social behaviour	8
Drug related issues	5
Neighbours - noise, alcohol	5
Dogs - noise or fouling	3
Pest/vermin issues	2
Litter, graffiti and vandalism	1
Neighbours gardens	1
<b>Grounds maintenance</b>	<b>2%</b>
Fences and gates	15
Tree maintenance	6
Bushes & hedges - maintenance / weeding	2
Grounds maintenance generally	2
Grass cutting	1
Drainage/flooding issues	1
Frequency of service	1
Overgrown/neglected gardens	1
Rubbish	1
Paths and driveways	1
<b>Communications and information</b>	<b>2%</b>
Communications (in general)	17
Listen carefully, take interest	4
Acknowledgement of Complaint	4
Information on service standards	2
Transparent in decision-making	1
More visits	1
Website and online services	1
<b>Council, other agencies</b>	<b>1%</b>
Council refuse collection	12
Traffic - speed or noise	4
Road repairs	3



CBL system	1
<b>Communal areas</b>	<b>1%</b>
Rubbish storage areas	5
Maintenance of communal areas	4
Quality of cleaning service	2
Caretaker customer service	2
Frequency of cleaning service	1
Rubbish	1
Window cleaning	1
Storage areas - mobility scooter, bikes	1
Lifts	1
<b>Organisational policies</b>	<b>1%</b>
Energy efficient, environmentally friendly	6
Spending on services	3
Service generally / declined	2
Senior management	2
Organisational Change	1
Staff availability, weekend, emergency cover	1
Reward good tenants	1
Too financially focused	1
<b>Safety and security</b>	<b>1%</b>
People on site not residents	3
Lighting (car park, communal)	2
Damage to property or communal areas	2
Door or window security	2
Door security in communal areas	1
Communal / fire doors kept closed	1
Property broken into	1
Asbestos	1
Gate security, locks	1
Fire alarm information or testing	1
<b>Local area services</b>	<b>0.3%</b>
Local offices, staff	4
<b>Moving</b>	<b>0.2%</b>
Need larger property	1
Health issues require a move	1
Need a smaller property	1
<b>Resident Involvement</b>	<b>0.1%</b>
Lack of/no activities	1
<b>Other</b>	<b>4%</b>
Neutral comment	22
No comment/suggestions	17
General negative comment	7
Don't know	5
<b>Positive comments</b>	<b>38%</b>
Good overall service	214

Generally happy, no problems	127
Repairs service/workforce	118
Attitude of staff	21
Good communications and contactable	16
Specially adapted or suits needs	8
Spent money on property	6
Like my home (type, size, condition)	6
Happy living here	4
Settled, lived here a long time	4
Communal cleaning & maintenance	4
Good value for money	3
New property, new fittings, good quality	1
Good website	1
Listen and act on views	1
Keep tenants informed	1
<b>Total</b>	<b>1,394</b>



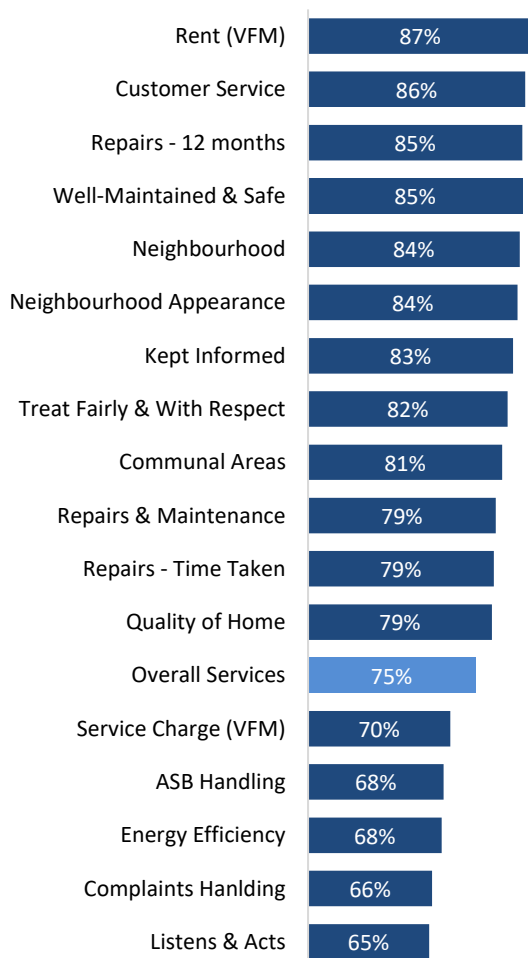
### 3. Understanding Overall Satisfaction

The overall rating for Oxford CC’s services is examined in Section 2 in this report; this rating is often seen as the headline figure in the survey. This section now explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at Oxford CC.

#### 3.1 Key Services

Three-quarters of tenants (75%) are satisfied with the overall services provided by Oxford City Council.

Figure 3.1: Satisfaction with key services for all tenant



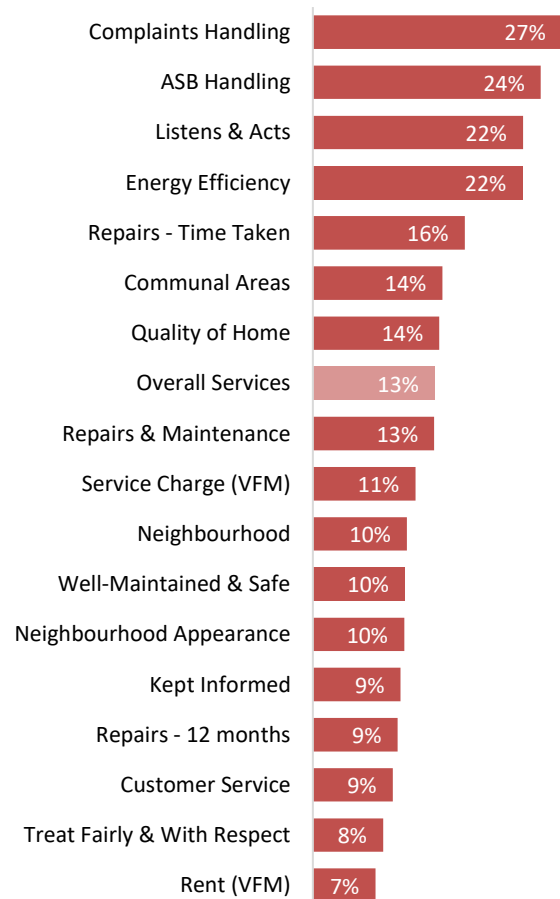
There are, however, considerably higher levels of satisfaction with a number of services including the value for money that the rent represents (87%), the customer service (86%), the repair service (85%) and the home being well-maintained and safe (85%).

Some measures show that satisfaction is lower particularly that tenant’s views are listened to and acted upon (65%) and with complaints handling (66%).

#### 3.2 Dissatisfaction levels

The chart below shows the main areas of dissatisfied with the most for complaints handling (27%) and how ASB is handled (24%).

Figure 3.2: Dissatisfaction with key services for all tenants



#### 3.3 Trend Analysis

It has been possible to compare the results from the 2022 survey with those of previous surveys

in 2014, 2015 and 2022 where the questions match. This shows that despite a 1% decrease in satisfaction with overall services, satisfaction in other areas has risen, between 1% and 15%.

### 3.4 Ward Analysis

Oxford CC operates across 26 wards in the city and different numbers of tenants responded from each area. Whilst care needs to be taken in considering results from the wards with few responses the analysis still shows where satisfaction is concentrated.

On overall satisfaction, the most satisfied are those in Northfield Brook (93%) and Carfax & Jericho (90%) with just 46% satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached. The ward results are shown in more detail in Appendix I of this report.

### 3.5 Demographic Analysis

The results have also been looked at by age, length of tenancy and property type.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction, 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonette are the least satisfied on 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are often as equally satisfied as one another.

### 3.6 Key Driver Analysis

Key driver analysis is used to examine the

relationship between the different variables (the questions asked in the survey) and to determine which elements of the service are the key drivers for tenants' overall satisfaction. Multiple regression is used to analyse the relationship between several key satisfaction questions and determine which ones have the most influence.

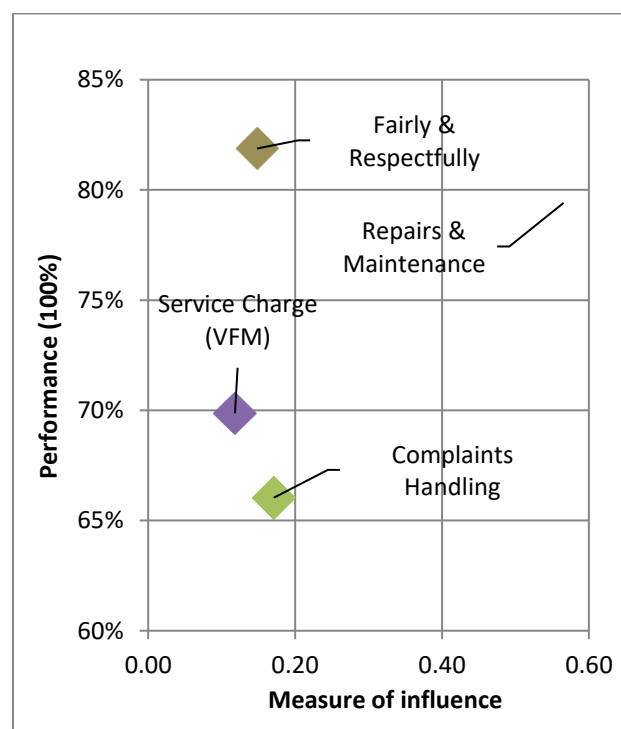
Key driver analysis is useful to identify service areas in which increases in satisfaction could potentially lead to an increase in the overall satisfaction rating. Tenants who did not have an opinion are excluded from this analysis.

#### Overall Satisfaction

As Figure 3.3 shows, the most important driver for tenants is the repairs and maintenance service followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge.

The implication of this type of analysis is that if services with the highest influence can be improved it is more likely to lead to an improvement in overall satisfaction.

Figure 3.3: Key driver analysis – overall satisfaction and key services

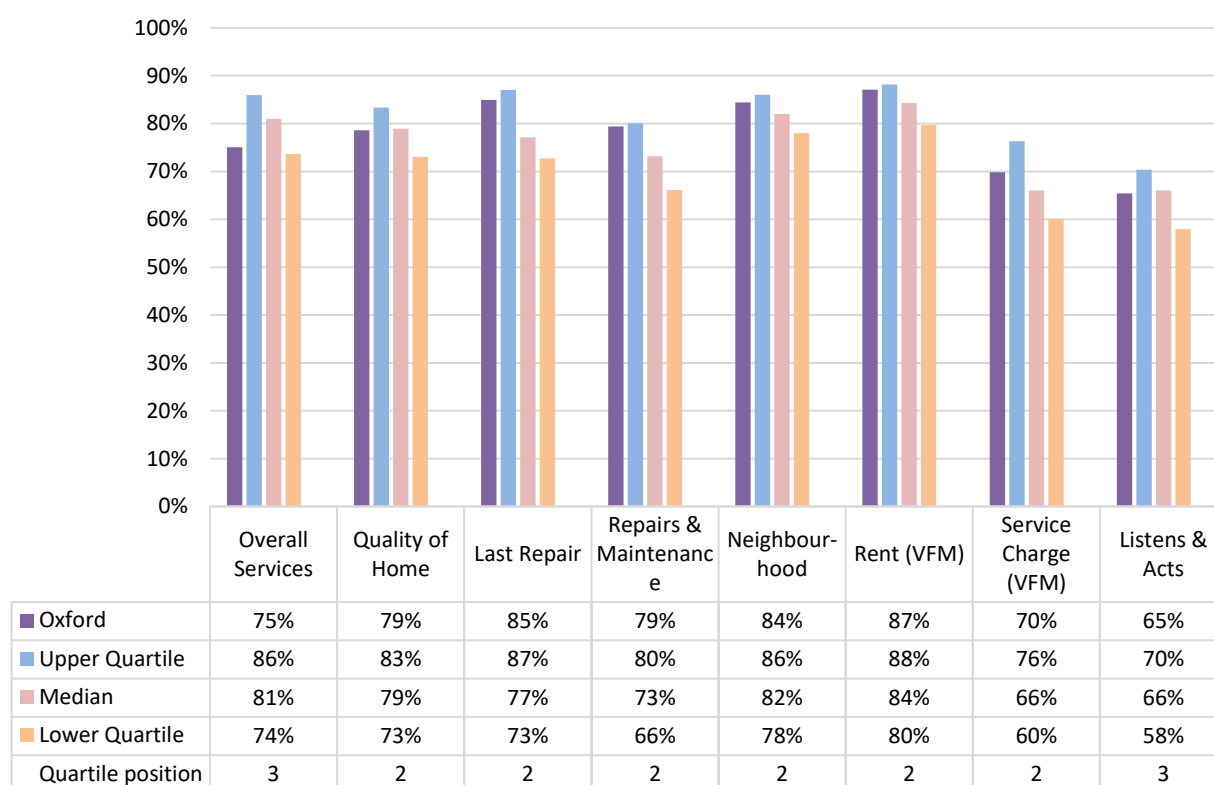


## 4. Comparison with Other Landlords

Landlords who subscribe to Housemark are able to upload and benchmark their STAR results. The results from the Oxford CC survey have been compared against Housemark’s data tables (Housemark 2021/22 data - July 2022). The results from Housemark are for landlords all across the country and are for 2021/22, which are the latest figures currently available.

Satisfaction on all but two of the key measures that match with the current survey are above the median, between 2% and 8%, falling into the second quartile. However satisfaction is below the median with the overall services (6% below) and listening to views and acting upon them (5% below); both these, therefore, in the third quartile.

Figure 4.1: Housemark key STAR comparison for GN residents (2021/22 – Sep 2022)

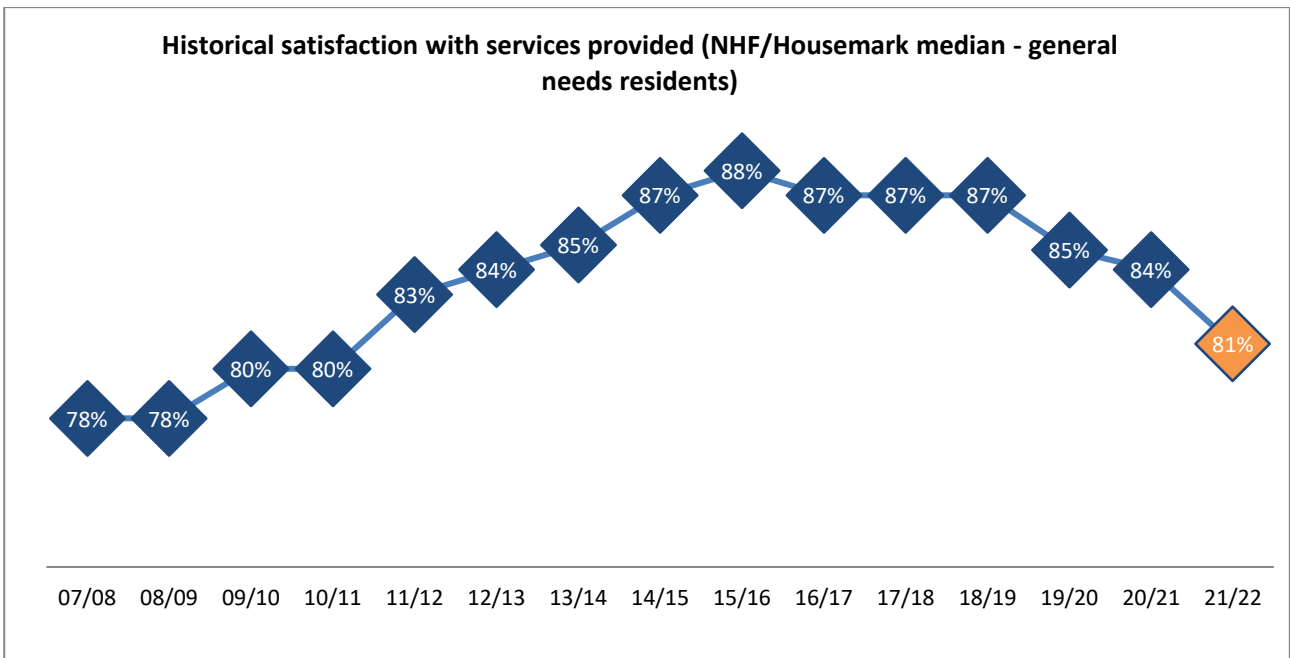


### National Context

Satisfaction from Oxford CC tenants has generally increased a little in the 2022 survey compared with results from the 2021 survey, this seems to buck the trend in the social housing sector which has experienced a general decrease in satisfaction in recent years.

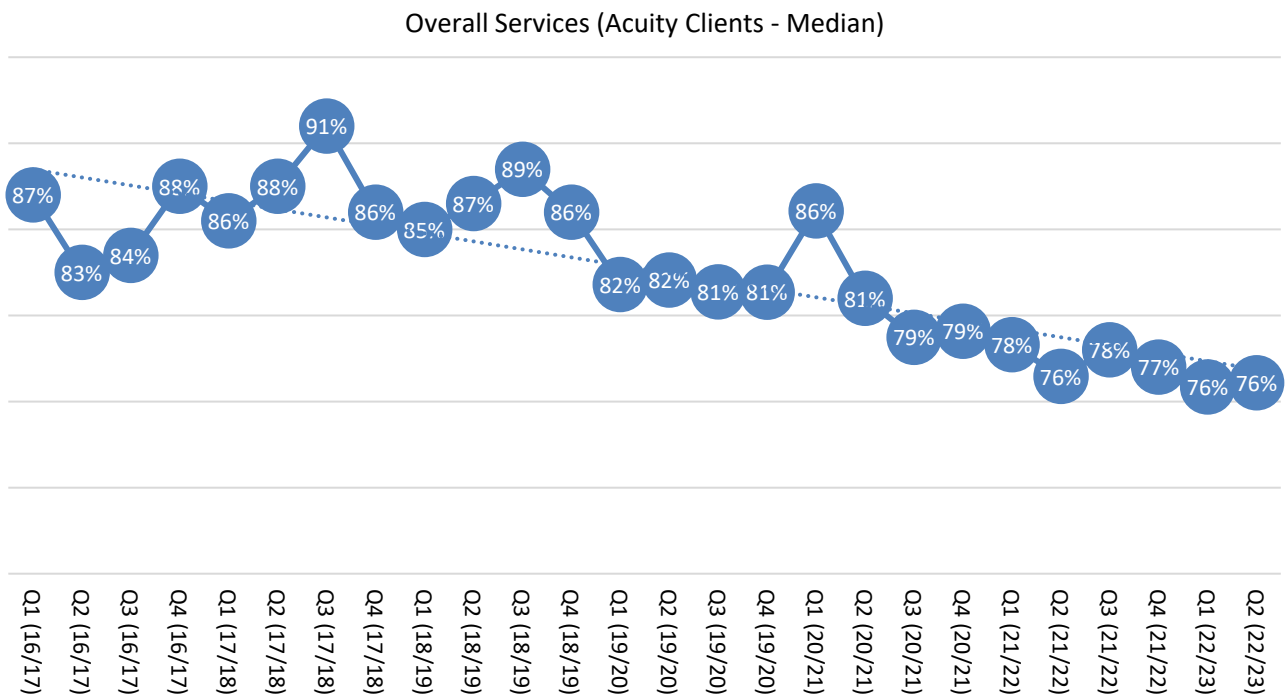
The chart below is from Housemark and includes results from around 250 landlords across the country, while over the last few years, we at Acuity have been monitoring satisfaction levels from around 30 of our clients that undertake quarterly tracker surveys. This analysis does, to some extent, back up these findings. When looking at the average of the scores from these landlords, the median result in Q1 19/20 for overall service was 82%, this stayed more or less the same during 2019/20, before peaking at 86% in Q1 20/21. However, since then, satisfaction has steadily decreased to 76% in Q2 21/22, it rose to 78% in Q3 but fell back a little again in Q4 21/22 to 77% and in Q1 22/23 it is down further to 76% and has remained at that level in Q2 22/23.

Figure 4.2: National comparisons



As satisfaction is based on perception rather than specific values, it can be affected by external factors and how positive people feel about their lives, clearly, many have been under considerable pressure over the past couple of years; the ongoing pandemic, rising cost of living and feeling of uncertainty in the future may result in lower satisfaction. In addition, most landlords have had to cut back on services, particularly repairs, staff have been working from home and, arguably, not so visible and contactable so, again this can have an impact. The current survey will act as a baseline based on the TSM questions and it will be interesting if Oxford CC can continue to increase its satisfaction levels in the coming years, despite the context residents find themselves in.

Figure 4.3: Acuity monitoring of overall services (note: the chart below shows only Acuity clients, a subset of housing providers in the UK and is therefore not completely representative of all providers)





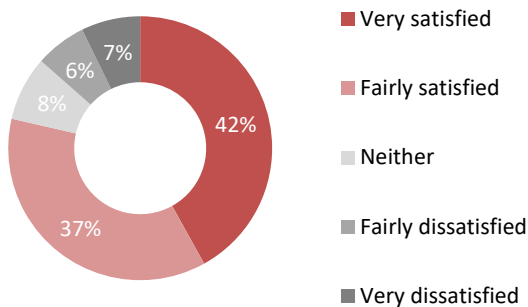
## 5. Quality, Condition and Safety of the Home & Communal Areas

This chapter looks at the results from the survey based on the views of all Oxford CC's tenants about satisfaction with their home, if it is well-maintained and safe and if associated communal areas are kept clean and well-maintained.

### 5.1 Quality of the Home

Four-fifths of tenants (79%) are satisfied with the overall quality of their home, 42% are very satisfied and 37% are fairly satisfied. There are 14% dissatisfied with their home, and a further 8% are neither satisfied nor dissatisfied.

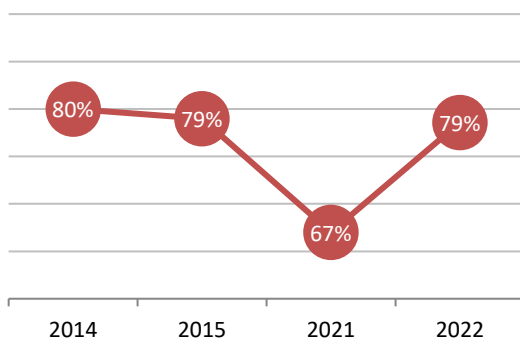
Figure 5.1: Satisfaction with the quality of the home



### Trend Analysis

Satisfaction with the quality of the home has risen 12% since 2021 and this follows a similar decrease of 12% in 2021. The rating has now returned to that of 2015.

Figure 5.2: Satisfaction with the quality of the home over time



### Reasons for Dissatisfaction

Those tenants who are dissatisfied with the quality of their home were asked to explain why.

A total of 1,351 comments were received, and these have been coded into themes to better understand the main areas of concern. A third of the comments are about the condition of their property with 60 tenants mentioning damp issues, 75 about the general condition and 20 about insulation.

Day-to-day repairs feature in 14% of comments, 73 tenants wanting outstanding repairs dealt with and 43 having issues with the timescales to complete repairs. 12% of the comments relate to property improvements with tenants wanting new windows and doors, kitchens or bathrooms and better heating. There are also a number of comments covering other issues such as safety and security, customer contact and grounds maintenance.

Below shows the main subject areas and the full text is available in the accompanying data tables.

Figure 5.3: Reasons for dissatisfaction with quality of the home

<b>Property condition</b>	<b>14%</b>
Condition of the property	75
Damp / mould / condensation	60
Insulation	20
Condition of property at letting	10
Build quality/defects on new build	7
Sound proofing	6
External property maintenance	6
Flooring	4
Roof repairs	3
Pest/vermin control	1
Safety checks	1
Electrical checks needed	1
Internal decoration	1
<b>Day-to-day repairs</b>	<b>14%</b>
Outstanding / forgotten repairs	73
Timescales to complete repairs	43
Repairs covered in service level	19
Quality of work	17
Right first time	5
Appointments	5



Repairs service generally	5
Communication about repair (before work started)	4
Ease of reporting repair	3
Had to report repair multiple times	3
Keep informed of repair progress	2
Replace not repair	2
Contractor	1
Treatment of resident / home	1
<b>Home improvements</b>	<b>12%</b>
New doors or windows	44
New kitchen, bathroom	33
Heating system	31
General home improvements	25
Property adaptations	13
Quality of refurbishment	10
<b>Safety and security</b>	<b>2%</b>
Door or window security	7
Door security in communal areas	6
Subsidence (garden or property)	4
Trip hazard - mats, carpet, floors	2
Do not feel safe	2
Security measures (general)	1
Fire breaks in property	1
Lighting (car park, communal)	1
Property theft (parcels)	1
CCTV/cameras needed	1
<b>Tenant services and management</b>	<b>2%</b>
Move, transfer	8
Help for older residents/health issues	6
Overcrowding	3
Financial difficulties	2
Purchase property	2
Decorating /handyman service	2
Gardening service	1
<b>Organisational policies</b>	<b>2%</b>
Energy efficient, environmentally friendly	22
Service generally / declined	1
Mix of tenants or tenures	1
<b>Customer services &amp; contact</b>	<b>2%</b>
Keep promises	7
Return call / email	4
Care, empathy, support etc	3
Resolving problems	2
Time taken to resolve enquiry	2
Understanding Residents Circumstances	1

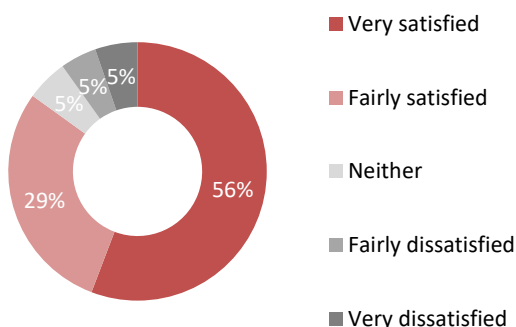
Complaint not resolved	1
Answering phones	1
Complaints handling	1
<b>Neighbourhood problems</b>	<b>1%</b>
Neighbours - noise, alcohol	5
Pest/vermin issues	4
Dogs - noise or fouling	3
Drug related issues	2
Anti-social behaviour	2
Car parking, signage and garage areas	1
Community spirit	1
<b>Grounds maintenance</b>	<b>1%</b>
Tree maintenance	4
Fences and gates	3
Paths and driveways	3
Drainage/flooding issues	3
Grounds maintenance generally	1
<b>Moving</b>	<b>1%</b>
Need larger property	8
Health issues require a move	2
Want different property type - house, bungalow	1
Move nearer family, friends	1
<b>Communal areas</b>	<b>1%</b>
Lifts	3
Decoration of communal areas	1
Rubbish storage areas	1
Maintenance of communal areas	1
Quality of cleaning service	1
Storage areas - mobility scooter, bikes	1
<b>Council, other agencies</b>	<b>0.4%</b>
Traffic - speed or noise	2
Council refuse collection	1
Road repairs	1
CBL system	1
<b>Communications and information</b>	<b>0.3%</b>
Act on views and give feedback	1
Consult or inform before acting	1
Information on service standards	1
Acknowledgement of Complaint	1
<b>Scheme/Estate Negative</b>	<b>0.1%</b>
Garden	1
<b>Manager Negative</b>	<b>0.1%</b>
Overall manager service	1
<b>Other</b>	<b>3%</b>
Neutral comment	19
No comment/suggestions	11

Already commented in earlier question	7
General negative comment	6
Don't know	2
<b>Positive comments</b>	<b>45%</b>
Like my home (type, size, condition)	250
Generally happy, no problems	104
Settled, lived here a long time	55
Repairs service/workforce	50
Neighbourhood/good location	37
Spent money on property	21
Good overall service	19
Happy living here	18
Neighbours / community support	14
Specially adapted or suits needs	12
New property, new fittings, good quality	11
Communal cleaning & maintenance	6
Feel safe and secure	5
Good value for money	4
Good communications and contactable	3
Garden	2
Near family, friends, schools, work	1
Attitude of staff	1
<b>Total</b>	<b>1,351</b>

## 5.2 Well-Maintained & Safe Home

More tenants (85%) are satisfied that their home is well-maintained and safe for them to live in than with its quality. There are 56% very satisfied and 29% fairly satisfied. Some 10% of tenants are dissatisfied with the condition of their home and 5% are neither satisfied nor dissatisfied.

Figure 5.4: Satisfaction with safety and maintenance of the home



### Trend Analysis

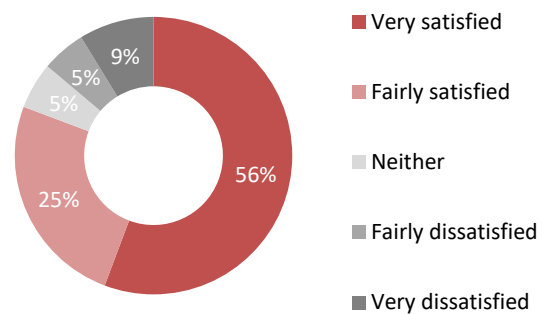
This question was not included in the previous

surveys in this format, so no trend analysis is currently available.

## 5.3 Communal Areas are Clean & Well-Maintained

Four-fifths of tenants (81%) are satisfied that the Council keeps the communal areas around their homes clean and well-maintained, 14% are dissatisfied and a further 5% are neither satisfied nor dissatisfied.

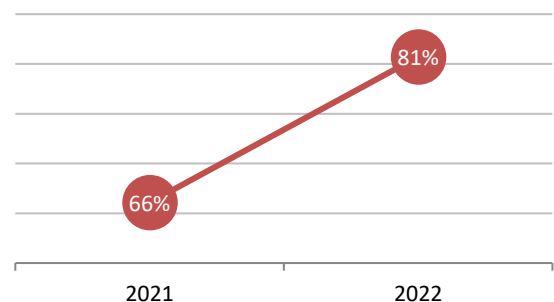
Figure 5.5: Satisfaction that the communal areas are kept clean and well-maintained



### Trend Analysis

Whilst not an exact question match, satisfaction that the communal areas are clean and safe was asked in the 2021 survey. Satisfaction has risen 15% since 2021 survey.

Figure 5.6: Satisfaction with communal areas



### Reasons for Dissatisfaction

Those tenants who don't feel that their home or communal areas are clean, safe or well-maintained were asked to say why and how things could be improved. 318 comments were received and 17% concern property condition, with 20 comments surrounding general property condition and 15 regarding damp, mould and condensation.



Issues with communal areas account for 16% with 12 tenants complaining about the quality of the cleaning service and 11 surrounding rubbish storage areas.

Figure 5.7: Reasons for dissatisfaction with the home or communal areas not being safe, clean and well-maintained

<b>Property condition</b>	<b>17%</b>
Condition of the property	20
Damp / mould / condensation	15
External property maintenance	7
Insulation	4
Roof repairs	3
Safety checks	2
Pest/vermin control	1
Condition of property at letting	1
Regular inspections	1
<b>Communal areas</b>	<b>16%</b>
Quality of cleaning service	12
Rubbish storage areas	11
Frequency of cleaning service	10
Maintenance of communal areas	7
Rubbish	4
Storage areas - mobility scooter, bikes	2
Window cleaning	2
Caretaker customer service	1
People urinating in communal areas	1
Need more/new washing machines / dryers	1
<b>Safety and security</b>	<b>13%</b>
Door security in communal areas	8
Door or window security	6
People on site not residents	5
Lighting (car park, communal)	5
Do not feel safe	5
Security measures (general)	3
CCTV/cameras needed	2
Fire breaks in property	2
Intercom system	1
Communal / fire doors kept closed	1
Trip hazard - uneven paths and roads	1
Asbestos	1
Gate security, locks	1
<b>Day-to-day repairs</b>	<b>13%</b>
Outstanding / forgotten repairs	14
Timescales to complete repairs	8

Repairs covered in service level	5
Right first time	3
Quality of work	2
Repairs service generally	2
Treatment of resident / home	1
Appointments	1
Ease of reporting repair	1
Communication about repair (before work started)	1
Contractor	1
Had to report repair multiple times	1
<b>Grounds maintenance</b>	<b>12%</b>
Overgrown/neglected gardens	8
Fences and gates	7
Grass cutting	6
Removal of garden waste	4
Grounds maintenance generally	2
Consultation on planting / maintenance	2
Drainage/flooding issues	2
Rubbish	2
Paths and driveways	2
Bushes & hedges - maintenance / weeding	2
Frequency of service	1
Tree maintenance	1
<b>Neighbourhood problems</b>	<b>7%</b>
Drug related issues	8
Anti-social behaviour	5
Neighbours - noise, alcohol	3
Pest/vermin issues	3
Level of crime	1
Noise from children, ball games	1
Litter, graffiti and vandalism	1
<b>Home improvements</b>	<b>7%</b>
New doors or windows	10
General home improvements	6
New kitchen, bathroom	3
Heating system	2
New roof	1
<b>Customer services &amp; contact</b>	<b>4%</b>
Care, empathy, support etc	3
Be more proactive	3
Take ownership	1
Answering phones	1
Return call / email	1
Staff knowledge / turnover	1
Keep promises	1
Time taken to resolve enquiry	1



Tenant services and management	2%
Help for older residents/health issues	2
Paying for services do not receive (service charge)	1
Overcrowding	1
Domestic abuse services	1
Gardening service	1
Communications and information	2%
Listen carefully, take interest	1
More visits	1
Act on views and give feedback	1
Website and online services	1
Keep tenants up to date	1
Information on service standards	1
Organisational policies	2%
Energy efficient, environmentally friendly	6
Council, other agencies	1%
Council refuse collection	2
Fly-tipping	1
Moving	1%
Need larger property	2
Other	3%
Neutral comment	3
No comment/suggestions	3
Already commented in earlier question	2
General negative comment	1
Other	1
Positive comments	1%
Communal cleaning & maintenance	3
Generally happy, no problems	1
<b>Total</b>	<b>318</b>

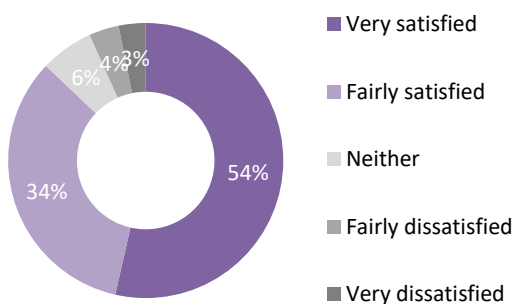
## 6. Value for Money

More than ever before, landlords are required to deliver a comprehensive approach to achieving value for money in meeting their objectives, taking into account the interests of and commitments to stakeholders.

### 6.1 Value for Money - Rent

Seven out of eight tenants are satisfied with the value for money represented by their rent (87%), just over half are very satisfied (54%) and 34% are fairly satisfied. Few tenants are dissatisfied (7%), whilst 6% are neither satisfied nor dissatisfied.

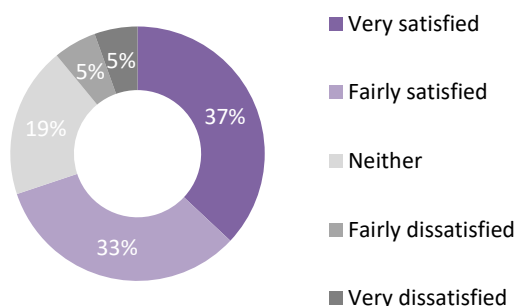
Figure 6.1: Satisfaction with value for money of the rent



### 6.2 Value for Money – Service Charge

Satisfaction with the service charge is a little lower than for the rent, 70% are satisfied with 37% very satisfied and 33% fairly satisfied. There are 11% dissatisfied with the value of their service charge and 19% neither satisfied nor dissatisfied.

Figure 6.2: Satisfaction with value for money of the service charge by tenure

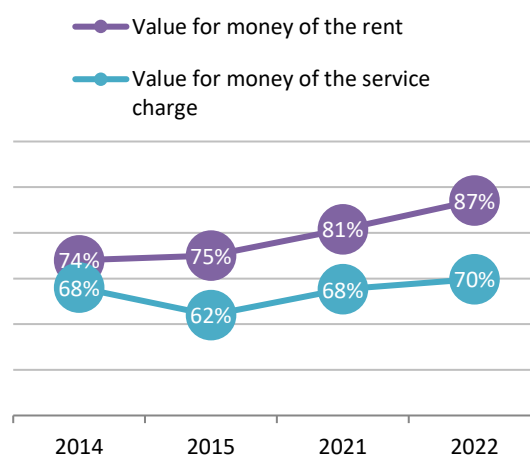


### Trend Analysis

Satisfaction with the value for money of both the rent and the service charge shows an increase since the previous survey in 2015.

Satisfaction with the value for money of the rent is up by 6% since 2022 following a similar rise from 2021 and satisfaction with the service charge is up by 2%.

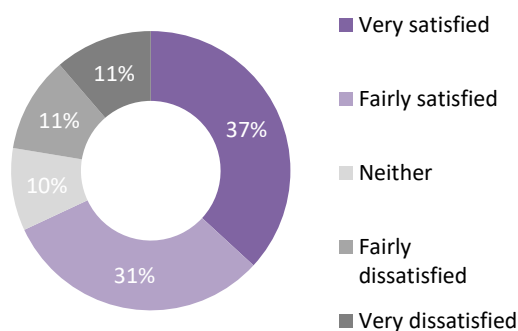
Figure 6.3: Satisfaction with the value for money over time



### 6.3 Energy Efficiency

Over two-thirds of tenants are satisfied with the energy efficiency and level of insulation in their homes (68%), over a third are very satisfied (37%) and 31% are fairly satisfied. Almost a quarter of tenants are dissatisfied (22%), whilst 10% are neither satisfied nor dissatisfied.

Figure 6.4: Satisfaction with energy efficiency and insulation of home





### **Additional Energy Saving Options**

Tenants who were not satisfied with their home's energy efficiency or insulation were asked if they would you consider additional options (solar panels, interior, exterior or loft insulation) if they were available. Some 89% of these residents state that they would consider additional options, whilst 11% would not.

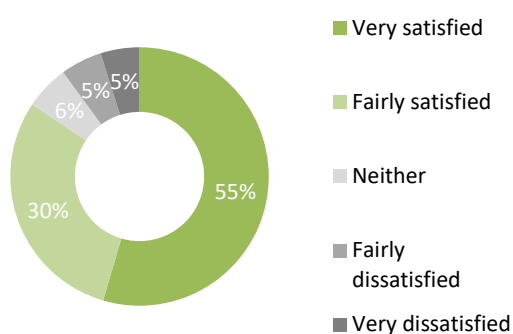
## 7. Neighbourhood

Oxford City Council provides a number of services to make the neighbourhoods clean and attractive. The survey asked if tenants find their neighbourhood a good place to live as well as about the appearance of the area.

### 7.1 Neighbourhood as a Place to Live

84% of tenants are satisfied with their neighbourhood as a place to live, over half are very satisfied (55%) and 30% are fairly satisfied. One in ten tenants are dissatisfied (10%), whilst 6% are neither satisfied nor dissatisfied.

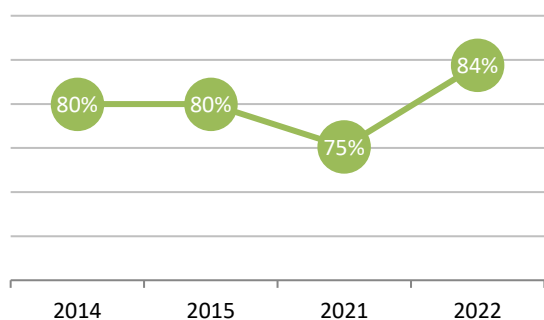
Figure 7.1: Satisfaction with the neighbourhood



#### Trend Analysis

Satisfaction with the neighbourhood as a place to live has increased by 9% since 2021.

Figure 7.2: Satisfaction with the neighbourhood over time

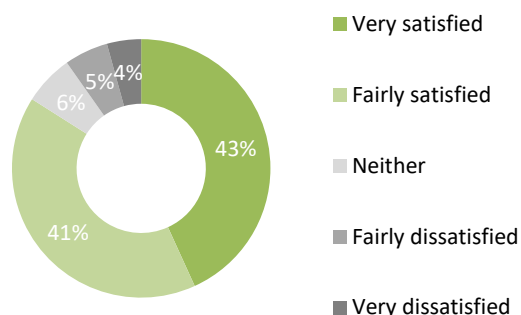


### 7.2 Appearance of the Neighbourhood

Over four-fifths of tenants (84%) are satisfied with the overall appearance of their surrounding

area/neighbourhood, 10% are dissatisfied and 6% are neutral.

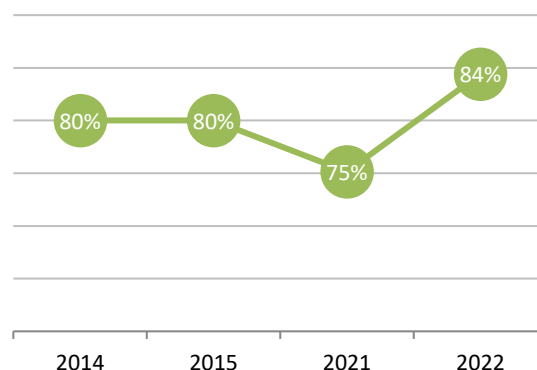
Figure 7.3: Satisfaction with appearance of the neighbourhood



#### Trend Analysis

Satisfaction with the appearance of the neighbourhood has increased 9% since 2021.

Figure 7.4: Satisfaction with appearance of the neighbourhood over time



#### Reasons for Dissatisfaction

Those tenants who are not satisfied with their neighbourhood as a place to live or its appearance were asked to explain why and what could be improved. 394 comments were received and 45%, as would be expected, concern neighbourhood problems, with 27 comments surrounding drug-related issues, 24 problems with neighbours (such as noise and alcohol) and 23 regarding anti-social behaviour.

Issues with grounds maintenance account for 20% of comments and safety and security accounts for 8%.

Figure 7.5: Reasons for dissatisfaction with repairs and maintenance

Neighbourhood problems	45%
Drug related issues	27





Neighbours - noise, alcohol	24
Anti-social behaviour	23
Car parking, signage and garage areas	20
Level of crime	20
Neighbours gardens	18
People / youths hanging around on streets	13
Area reputation going downhill	12
Litter, graffiti and vandalism	7
Community spirit	5
Pest/vermin issues	4
Dogs - noise or fouling	4
Noise from children, ball games	1
<b>Grounds maintenance</b>	<b>20%</b>
Rubbish	22
Grounds maintenance generally	14
Grass cutting	12
Tree maintenance	9
Bushes & hedges - maintenance / weeding	8
Overgrown/neglected gardens	5
Removal of garden waste	3
Fences and gates	2
Paths and driveways	2
Drainage/flooding issues	1
Frequency of service	1
Garden furniture	1
<b>Safety and security</b>	<b>8%</b>
CCTV/cameras needed	7
People on site not residents	4
Property theft (parcels)	3
Property broken into	3
Do not feel safe	3
Security measures (general)	2
Lighting (car park, communal)	2
Damage to property or communal areas	2
Physically attacked	2
Trip hazard - uneven paths and roads	1
Gate security, locks	1
Door security in communal areas	1
<b>Council, other agencies</b>	<b>7%</b>
Fly-tipping	8
Traffic - speed or noise	7
Lighting, street lighting	6
Road repairs	5
Council refuse collection	2
<b>Local area services</b>	<b>4%</b>
Youth facilities/centres	7

Local facilities (shops etc.)	5
Play areas for children	2
Local transport	2
<b>Property condition</b>	<b>4%</b>
External property maintenance	10
Condition of the property	4
Pest/vermin control	1
<b>Communal areas</b>	<b>3%</b>
Rubbish storage areas	6
Rubbish	2
People urinating in communal areas	1
Storage areas - mobility scooter, bikes	1
Frequency of cleaning service	1
<b>Organisational policies</b>	<b>2%</b>
Mix of tenants or tenures	4
Spending on services	1
Too financially focused	1
<b>Communications and information</b>	<b>1%</b>
More visits	2
Act on views and give feedback	1
Acknowledgement of Complaint	1
More events, meetings	1
<b>Customer services &amp; contact</b>	<b>1%</b>
Complaint not resolved	2
Care, empathy, support etc	1
Be more proactive	1
<b>Tenant services and management</b>	<b>1%</b>
Move, transfer	1
Enforcement of tenancy agreement	1
<b>Moving</b>	<b>0.3%</b>
Move away from neighbours, noisy	1
<b>Day-to-day repairs</b>	<b>0.3%</b>
Quality of work	1
<b>Home improvements</b>	<b>0.3%</b>
New doors or windows	1
<b>Other</b>	<b>3%</b>
General negative comment	4
Neutral comment	3
No comment/suggestions	2
Don't know	1
<b>Positive comments</b>	<b>1%</b>
Neighbourhood/good location	4
Neighbours / community support	1
<b>Total</b>	<b>394</b>



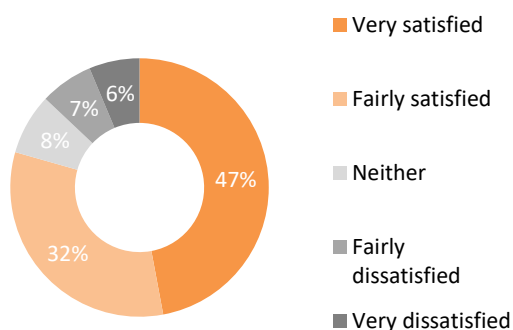
## 8. Repairs & Maintenance

Tenant surveys almost universally find that satisfaction with the repairs and maintenance service is the most important factor in determining overall satisfaction with the landlord. This chapter looks at satisfaction with this key service at Oxford City Council.

### 8.1 Satisfaction with Repairs Overall

Around four-fifths of tenants are satisfied with the repairs and maintenance service (79%), there are 47% very satisfied and 32% fairly satisfied. Some 13% of tenants are dissatisfied with the service and 8% are undecided.

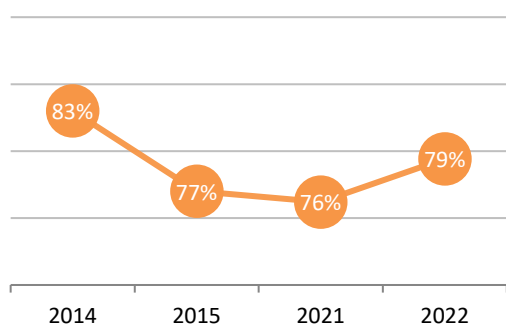
Figure 8.1: Satisfaction with the repairs and maintenance service



#### Trend Analysis

Satisfaction with the repairs service has risen 3% since 2021 following a 1% fall from 2015.

Figure 8.2: Satisfaction with repairs and maintenance service over time

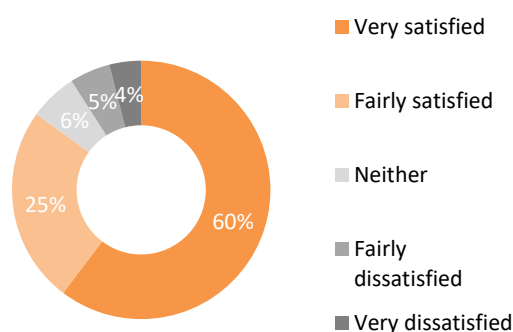


### 8.2 Repairs in Last 12 Months

The new TSM questions focus on the repairs service in the last 12 months and residents were asked if they had a repair carried out to their home during that period. 60% of tenants said they had.

Over four-fifths of tenants are satisfied with the repairs service they have received in the last 12 months (85%), there are 60% very satisfied and 25% fairly satisfied. Some 9% of tenants are dissatisfied with the service and 6% are undecided.

Figure 8.3: Satisfaction with repairs in the last 12 months

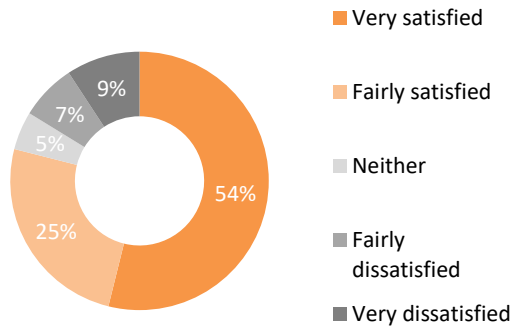


### 8.3 Time Taken to Complete Most Recent Repair

The second new question regarding the repairs service asks residents **'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'**

Satisfaction with the time taken to complete the most recent repair after reporting it is less than with the service in the last 12 months, 79% are satisfied with the time taken and 16% are dissatisfied, and 9% of these very dissatisfied. In addition, 5% are neither satisfied nor dissatisfied.

Figure 8.4: Satisfaction with repairs in the last 12 months



### Reasons for Dissatisfaction

Those tenants not satisfied with any aspect of the repairs and maintenance service provided were asked why and what could be improved. 410 comments were received and 73% concern day-to-day repairs, including timescales to complete repairs, completing outstanding and forgotten repairs and the quality of completed work.

Issues with customer service account for 6% of comments, 4% property condition and 4% home improvements.

Figure 8.5: Reasons for dissatisfaction with repairs and maintenance

Day-to-day repairs		73%
Timescales to complete repairs	110	
Outstanding / forgotten repairs	34	
Quality of work	33	
Appointments	25	
Right first time	22	
Had to report repair multiple times	22	
Contractor	8	
Internal communications (repairs)	8	
Communication about repair (before work started)	7	
Quality checking	6	
Repairs covered in service level	6	
Ease of reporting repair	5	
Job details given to contractor	5	
Treatment of resident / home	4	
Replace not repair	2	
Repairs service generally	2	
Keep informed of repair progress	1	

<b>Customer services &amp; contact</b>	<b>6%</b>
Care, empathy, support etc	5
Understanding Residents Circumstances	5
Return call / email	4
Keep promises	4
Time taken to resolve enquiry	2
Complaints handling	2
Answering phones	1
Call/contact handling - passed around	1
<b>Property condition</b>	<b>4%</b>
Damp / mould / condensation	11
Condition of the property	4
External property maintenance	1
Regular inspections	1
Condition of property at letting	1
<b>Home improvements</b>	<b>4%</b>
General home improvements	5
New doors or windows	5
New kitchen, bathroom	3
Property adaptations	1
Quality of refurbishment	1
<b>Communications and information</b>	<b>2%</b>
Communications (in general)	4
Listen carefully, take interest	2
Act on views and give feedback	1
Acknowledgement of Complaint	1
<b>Grounds maintenance</b>	<b>1%</b>
Fences and gates	3
Tree maintenance	2
<b>Safety and security</b>	<b>1%</b>
Health & safety (general)	3
Security measures (general)	1
<b>Tenant services and management</b>	<b>1%</b>
Help for older residents/health issues	1
Decorating /handyman service	1
Paying for services do not receive (service charge)	1
<b>Organisational policies</b>	<b>1%</b>
Service generally / declined	1
Mix of tenants or tenures	1
Energy efficient, environmentally friendly	1
<b>Other</b>	<b>5%</b>
Don't know	7
Neutral comment	6
Already commented in earlier question	5
No comment/suggestions	3
General negative comment	1



Positive comments	2%
Generally happy, no problems	3
Repairs service/workforce	3
Attitude of staff	2
<b>Total</b>	<b>410</b>

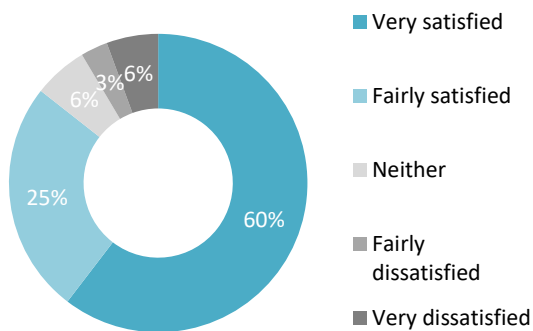
## 9. Customer Service

Providing excellent customer service is vital in maintaining a good relationship with tenants so Oxford CC asked its tenants if they find them easy to deal with and if they are satisfied with the customer service provided.

### 9.1 Customer Service

86% of tenants are satisfied with the customer service they receive from Oxford CC and just 9% are dissatisfied.

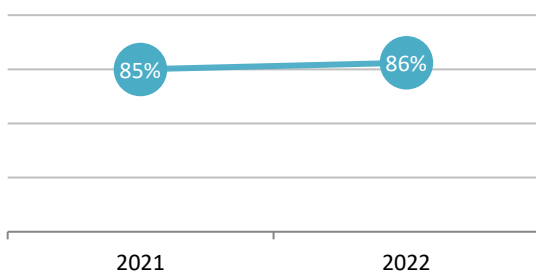
Figure 7.1: Satisfaction with customer service



### Trend Analysis

Satisfaction with customer service has risen by 1% since 2021.

Figure 9.2: Satisfaction with customer service over time



### Reasons for dissatisfaction

Those not satisfied with the customer service were asked to explain why and what could be improved.

Staff not answering phone calls is the main reason given and 17 tenants want improvements in staff care, empathy and support. However, repairs feature in 13% of the 176 comments

made, with improvements to appointments and timescales to complete works made.

Figure 9.3: Reasons for dissatisfaction with customer service

<b>Customer services &amp; contact</b>	<b>56%</b>
Answering phones	17
Care, empathy, support	16
Return call / email	13
Be more proactive	8
Call/contact handling - passed around	7
Time taken to resolve enquiry	7
Staff knowledge / turnover	6
Internal communications	5
Resolving problems	5
Understanding Residents Circumstances	4
Keep promises	3
Take ownership	2
Multiple contact methods	2
Keep informed of progress	1
Opening hours	1
Automated system	1
Complaints handling	1
<b>Day-to-day repairs</b>	<b>13%</b>
Appointments	6
Timescales to complete repairs	5
Ease of reporting repair	2
Communication about repair (before work started)	2
Job details given to contractor	1
Contractor	1
Contractor communications	1
Quality of work	1
Outstanding / forgotten repairs	1
Right first time	1
Repairs covered in service level	1
<b>Tenant services and management</b>	<b>7%</b>
Rent issues, arrears, HB	5
Overcrowding	2
Gardening service	1
Help for older residents/health issues	1
Decorating /handyman service	1
Paying for services do not receive (service charge)	1
Move, transfer	1
Purchase property	1
<b>Communications and information</b>	<b>6%</b>



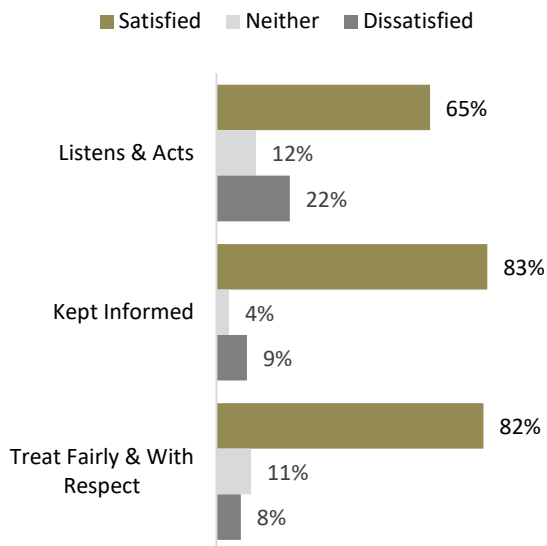
Communications (in general)	4
Information on service standards	3
Listen carefully, take interest	2
More visits	1
Property condition	3%
Damp / mould / condensation	3
Safety checks	1
External property maintenance	1
Organisational policies	3%
Energy efficient, environmentally friendly	2
Spending on services	1
Organisational Change	1
Service generally / declined	1
Home improvements	2%
Heating system	2
Property adaptations	1
New kitchen, bathroom	1
Moving	1%
Need larger property	1
Need a smaller property	1
Neighbourhood problems	1%
Anti-social behaviour	1
Local area services	1%
Local offices, staff	1
Safety and security	1%
Damage to property or communal areas	1
Other	1%
Neutral comment	1
Positive comments	7%
Attitude of staff	9
Repairs service/workforce	1
Keep tenants informed	1
Generally happy, no problems	1
<b>Total</b>	<b>176</b>

# 10. Communications & Engagement

Social landlords have put a lot of time and resources into ensuring that they have effective and clear communication channels in place, and that information given out to tenants is clear and easy to understand. This chapter examines the views of Oxford CC's tenants in this often, key area and notes any differences among tenants.

83% of tenants are satisfied that they are kept informed about things that might affect them, with just 9% dissatisfied and 4% neither satisfied nor dissatisfied. However, fewer are satisfied that the Council treats them fairly and with respect (82%) or with how they listen to tenants' views and act upon them (65%), there are 8% and 22% respectively dissatisfied with these aspects of communication.

Figure 10.1: Satisfaction with communications by tenure



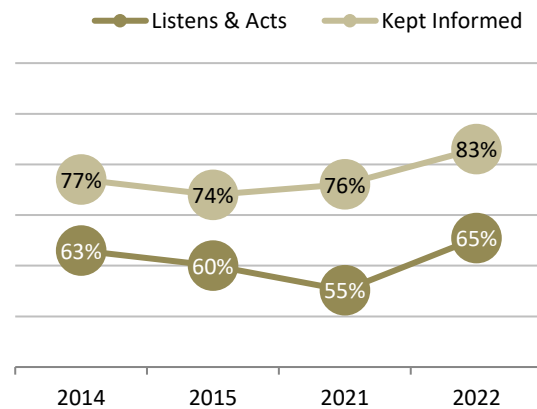
### Trend Analysis

Satisfaction with being kept informed has been similar over the past few years, being 77% in 2014, falling to 74% in 2015 but increasing 2% to its current level. This has increased again by 7% in the present survey.

However, satisfaction that the Council listens to

tenants' views and acts upon them shows a slow decline from 63% in 2014 to 60% in 2015 and 55% in 2021. However, this trend now seems to have come to an end with a 10% rise in 2022.

Figure 10.2: Satisfaction with communications over time

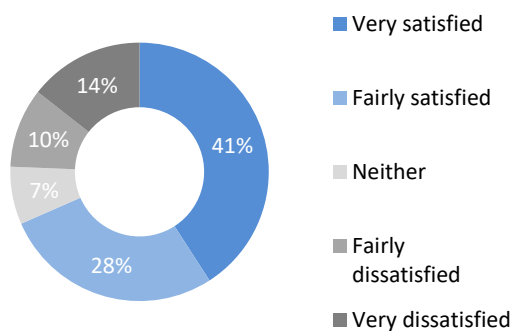


## 11. Anti-social behaviour

Anti-social behaviour can be a serious problem for some, so the Council asked tenants if they are satisfied with how this is dealt with.

Over two-thirds of tenants (68%) are satisfied with how the Council handles anti-social behaviour, with 41% very satisfied and 28% fairly satisfied. However, a quarter of tenants are dissatisfied (24%) and 7% remain undecided.

Figure 11.1: Satisfaction with anti-social behaviour handling



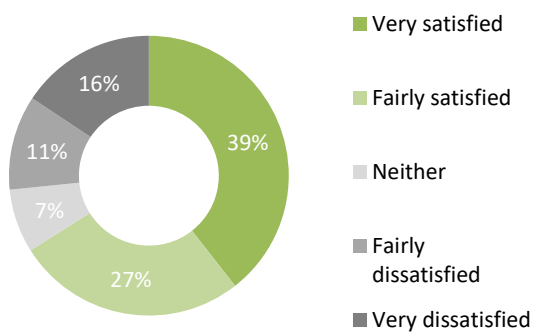


## 12. Complaints Handling

Oxford CC encourage their tenants to complain if they are unhappy about something they have or haven't done so it can be put right.

Two-thirds of tenants (66%) are satisfied with the way their complaint was handled, however, 27% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

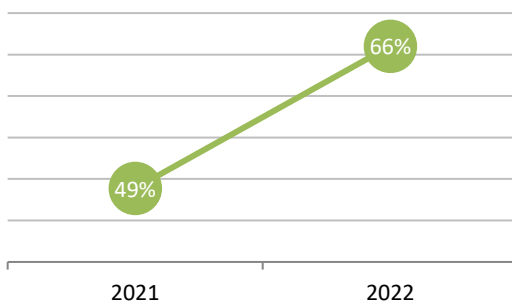
Figure 12.1: Satisfaction with complaints handling



### Trend Analysis

Satisfaction with complaints handling has risen by 17% since 2021.

Figure 12.2: Satisfaction with complaints handling over time





## 13. Demographics

The results from the survey have been split by age of tenant, length of tenancy and property type to see if these affect how tenants have responded.

### 13.1 Age

It is important to have a good understanding of the demographic makeup of the tenant population as this can influence satisfaction levels with the services received.

The age of the tenant has been shown within other surveys to consistently affect satisfaction with this tending to increase with age and this appears to be the case with Oxford City Council.

On overall satisfaction, 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

It is a similar picture with the quality of their home, with the oldest age group (85+) being the most satisfied followed by those in the 75 to 84 age group. The least satisfied in this case are the 25 to 34s. This pattern is consistent throughout the key satisfaction measures.

### 13.2 Tenancy length

The length of tenancy seems to have less of an influence on satisfaction, although the longer serving tenants are a little more satisfied than those of shorter periods, however, this is most likely linked to the age issue where the longer standing tenants are more likely to be older.

The exception to this is for new tenants who are often more satisfied than those on the middle years, this could be because they are delighted to get an offer of accommodation but may become more critical as they stay longer and experience the range of services.

On overall satisfaction, 81% of those with tenancies of 20 years or older are satisfied with 77% of new tenants, the least being those of 1 to 3 years (71%).

### 13.3 Property Type

Tenants in maisonettes are the least satisfied on 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.



## 14. Conclusion

The results from the 2022 survey are generally positive. There are good levels of satisfaction with a number of aspects of service including the value for money of the rent (97%), the customer service (86%), repairs service received (85%) and that tenants are provided with a safe and well-maintained home (85%) - all of which are reflected in the finding that 75% of tenants are satisfied with the overall services provided by Oxford CC.

### Key Driver Analysis

Key driver analysis reveals the strong influence of the repairs service, followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge. If improvements can be made with these, it is likely that overall satisfaction will also increase.

### Comparison with Other Landlords

Oxford CC compares well with other landlords. Satisfaction on the key measures that match with the current survey are above the median on all but two of the measures, between 2% and 8%, scoring in the second quartile. Satisfaction is below the median on just satisfaction with overall services (6% below) and listening to views and acting upon them (5% below).

### Over Time

It has been possible to compare the results from the 2022 survey with those of previous years in 2014, 2015 and 2022 where the questions match. This shows that despite a 1% decrease in satisfaction with overall services, satisfaction in other areas has risen, between 1% and 15%. This goes against the general context which shows that satisfaction across the sector has been decreasing over the last few years. It will be interesting to see if the Oxford results are a one-off or it starts to show a reversal in this trend as organisations get back to some sort of normality.

### Subgroups

The results have also been looked at by ward level, the age of tenants, tenancy length and

property types.

On overall satisfaction, the most satisfied are those in Northfield Brook (93%) and Carfax & Jericho (90%) with just 46% satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonettes are the least satisfied with 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.

### Recommendations

The survey found very few areas where it could be said that there was any problem. However, the Council may wish to look at the following areas more closely:

**Repairs** – The repairs service is the key driver for satisfaction with 79% of tenants being satisfied generally, 85% satisfied with the repairs service they have received in the last 12 months and 79% satisfied with the time taken to complete their most recent repair. The open comments give an insight to the main areas of concern, primarily improvements to the timescales to complete works, in addition to dealing with outstanding and forgotten repairs and the quality of the work completed. It is likely that this is caused by the knock-on effect of the recent pandemic, however, could provide the Council with some open avenues to increase satisfaction.



**Complaints** – Complaints handling was found to be a key driver of overall satisfaction and is often a notoriously difficult area to perform well in. The Council may find it worthwhile to perform a further, more in-depth analysis around this area to determine where improvements can be made.

**Communications & Contact** – When asked what could be improved, communications were consistently mentioned with tenants wanting this improved generally and for Oxford CC to listen to them more carefully. Whilst listening to views and acting upon them (65%) and keeping tenants informed (83%) are not key drivers of overall satisfaction, treating residents fairly and with respect (82%) is and it is important that Oxford CC retains these relatively high scores to driver overall satisfaction and resident engagement. Further investigation into the factors behind tenant satisfaction with listening to views and acting upon them would likely be useful in improving satisfaction and customer service and engagement.

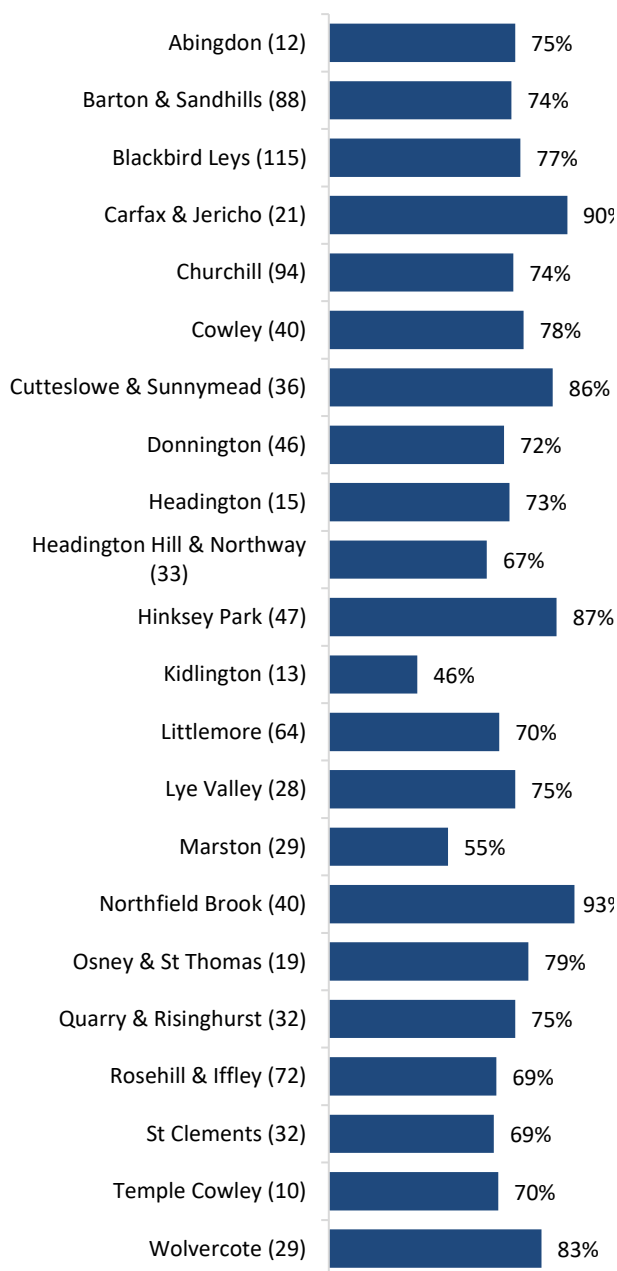


## Appendix I – Ward analysis

Oxford City Council has properties spread across 26 wards in the City. The number of responses from each ward varies considerably and only wards receiving 10 or more responses have been included in charts and commentary.

### Overall services

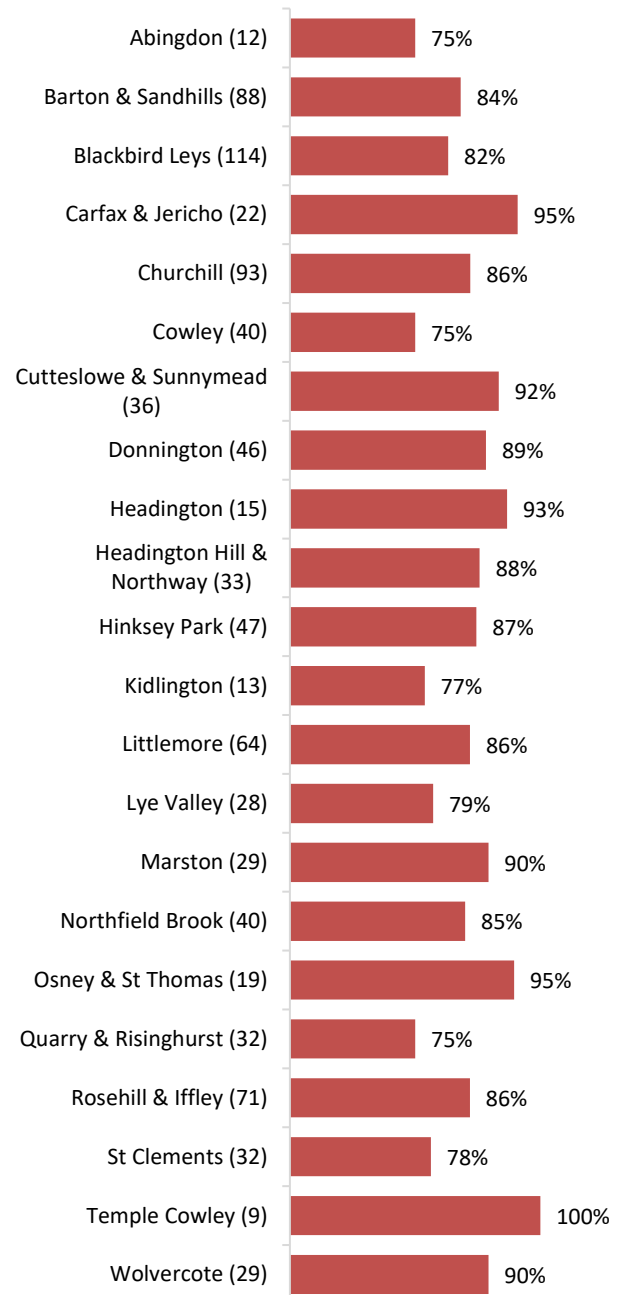
The highest satisfaction with the overall services provided by Oxford CC is found in Northfield Brook (93%), followed by those in Carfax & Jericho (90%). Least satisfied are those in Kidlington (46%) and Marston (55%).



## Home & communal areas

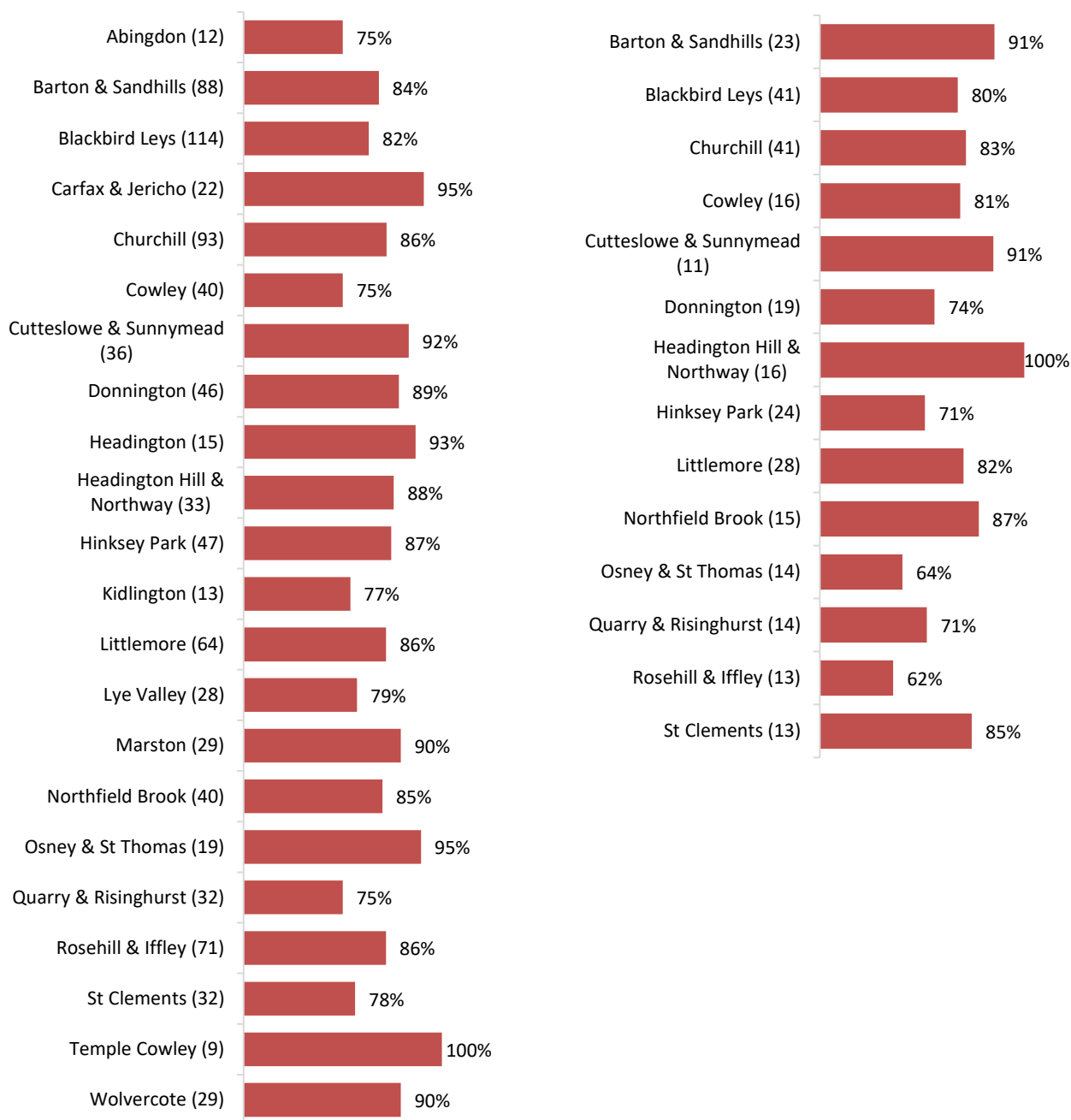
### Quality of home

Residents in Temple Cowley (100%) and Carfax & Jericho (95%) are the most satisfied with the quality of their home but only 75% are satisfied in both Cowley and Quarry & Risinghurst.



### Well maintained and safe home

By far the most satisfied with the condition of their home are the residents of Temple Cowley (100%), this compares with just 75% in a number of wards including Abingdon, Cowley and Quarry & Risinghurst.



### Communal areas

The tenants in Headington Hill & Northway are the most satisfied with how the Council keeps the communal areas clean and well-maintained (100%), especially compared with those in Rosehill & Iffley (62%).

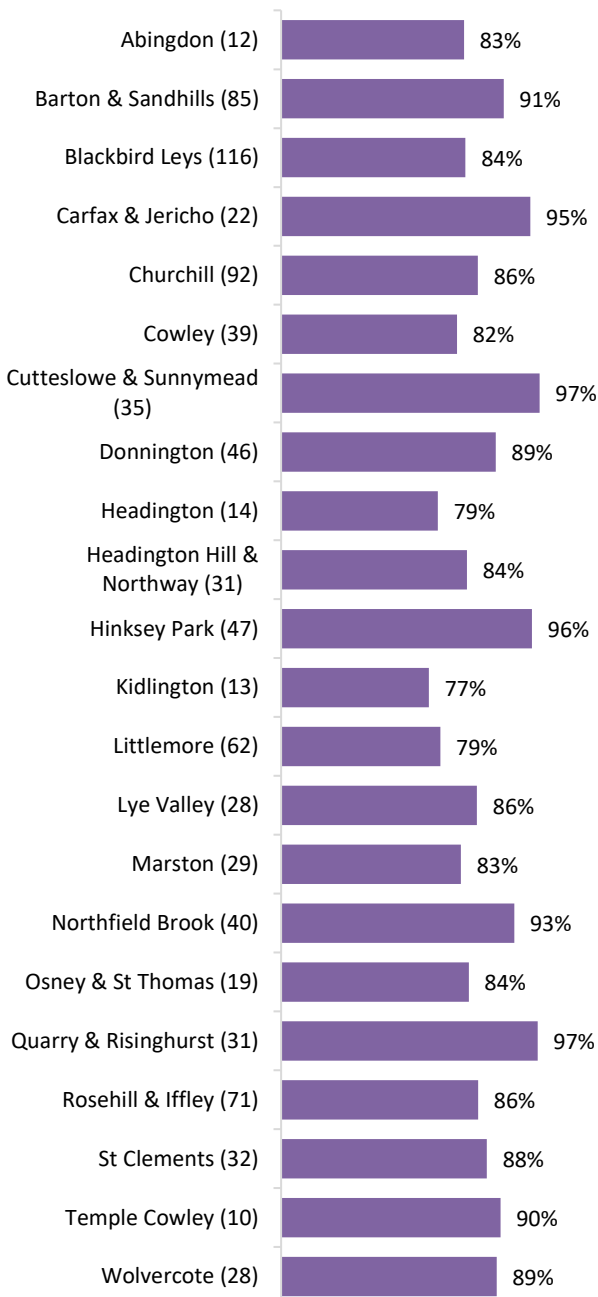


## Value for money

### Value for money of the rent

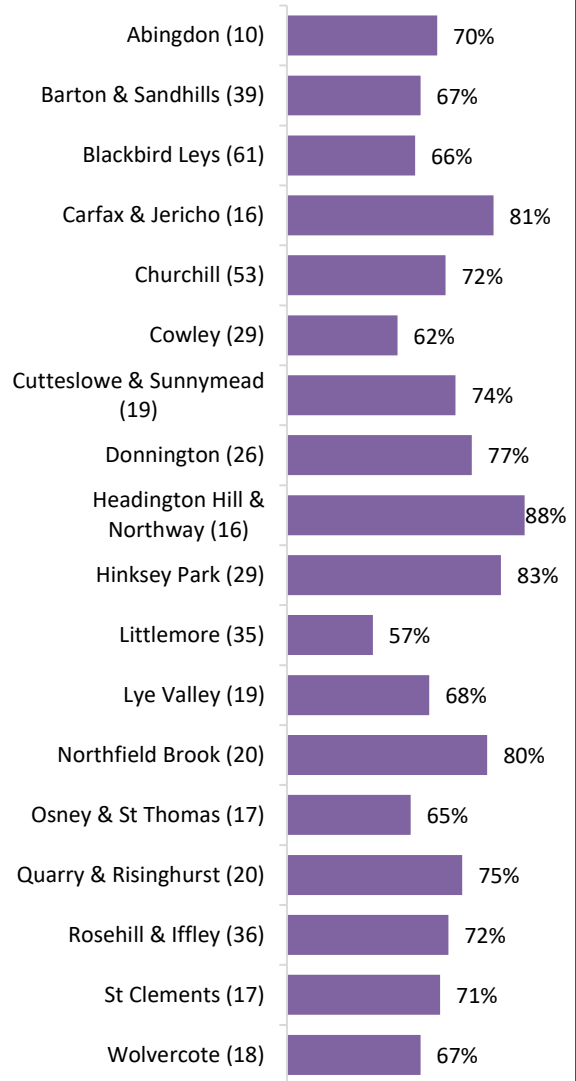
There is some variation across the wards in terms of their satisfaction with the value of the rent, most satisfied being those living in Quarry & Risinghurst and Cutteslowe & Sunnymead (both 97%).

The least satisfied tenants are those living in Kidlington (77%).



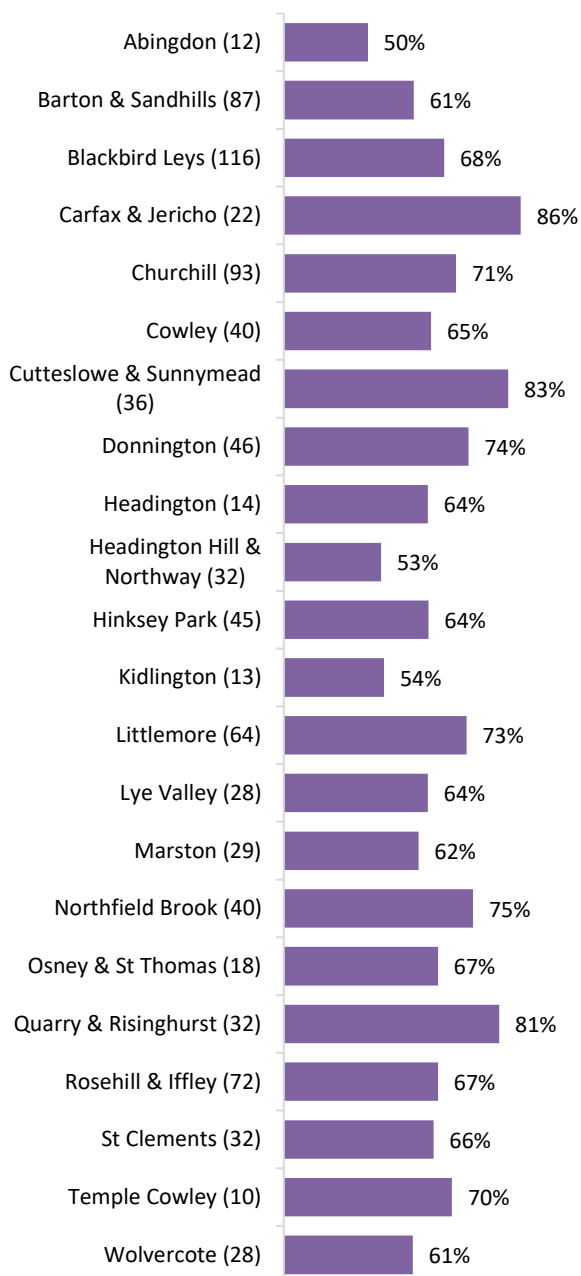
### Value for money of the service charge

The most satisfied with their service charge are in Headington Hill & Northway (88%) and in Hinksey Park (83%). However, just 57% are satisfied in Littlemore.



### Energy efficiency

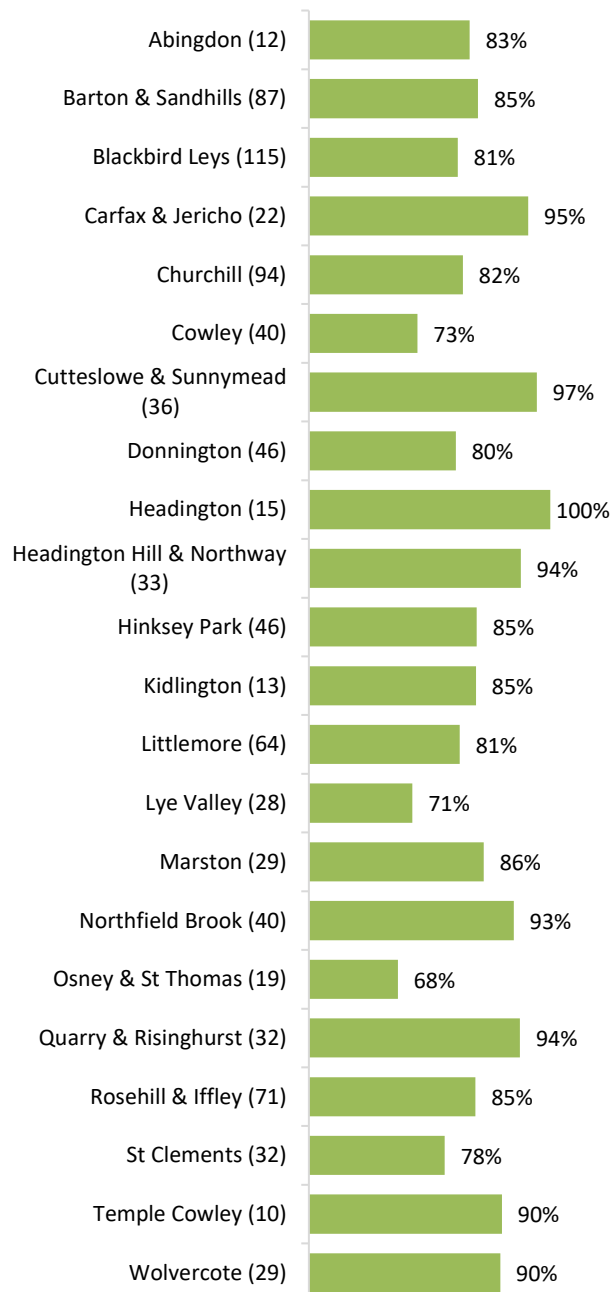
There is some variation across the wards in terms of their satisfaction with the insulation and energy efficiency of their homes, most satisfied being those living in Carfax & Jericho (86%). The least satisfied tenants are those living in Abingdon (50%).



## Neighbourhood

### Neighbourhood as a place to live

The neighbourhood is the most popular in Headington (100%) and Cotteslowe & Sunnymead (97%). This compares with just 68% satisfied in Osney & St Thomas.

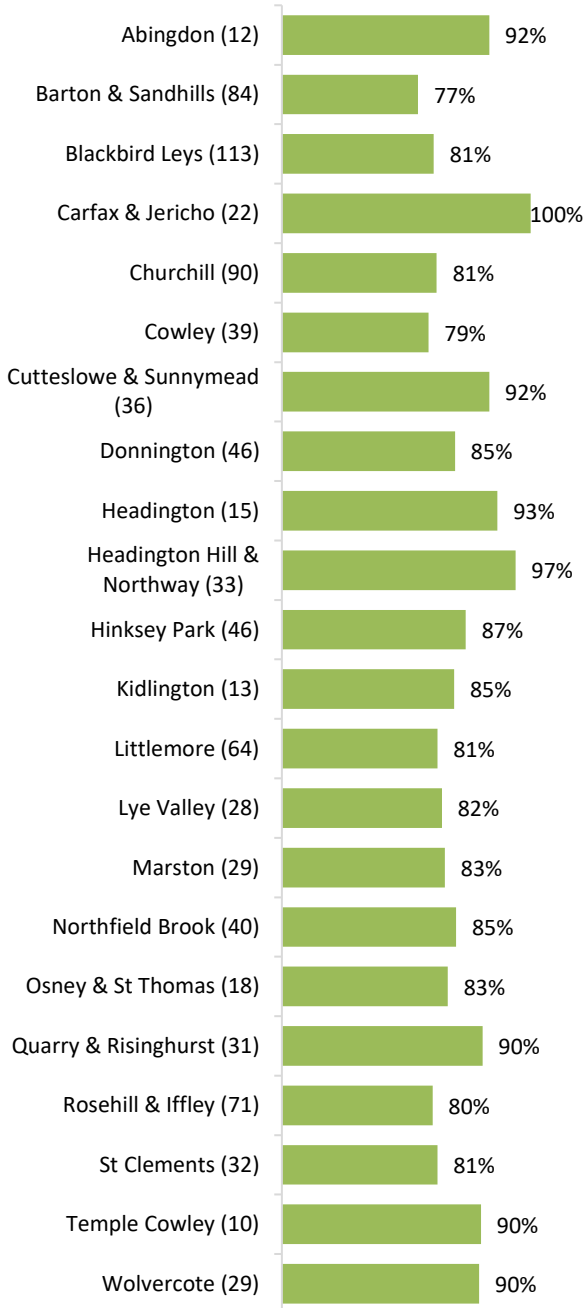






### Appearance of the neighbourhood

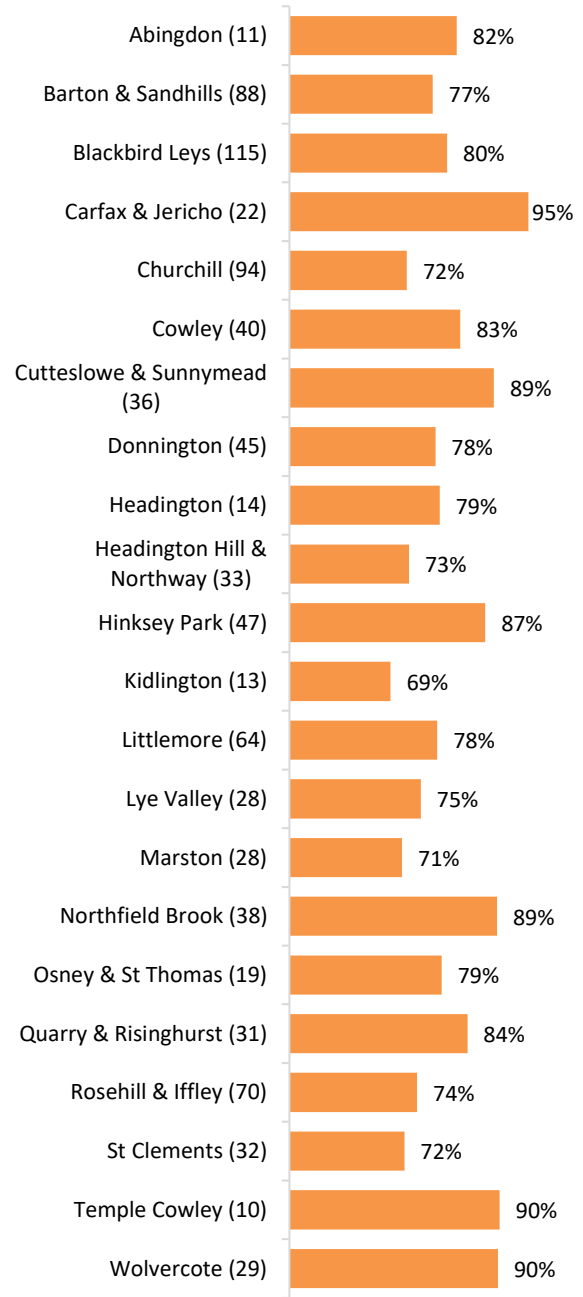
Those in Carfax & Jericho (100%) and Headington Hill & Northway (97%) are the most satisfied with the appearance of their area; compared with 77% in Barton & Sandhills.



### Repairs & maintenance

#### Repairs & maintenance overall

The most satisfaction with the repairs service can be found in Carfax & Jericho (95%), whilst just 69% are satisfied in Kidlington.



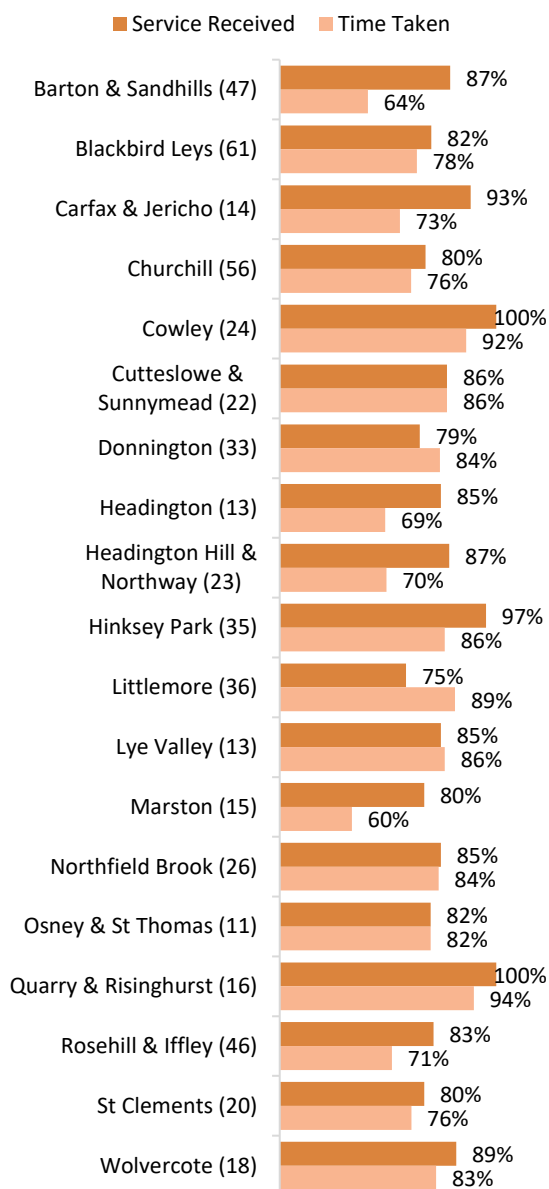
#### Repairs in last 12 months and time to complete repair

The most satisfaction with the repairs service received in the last 12 months is found in Cowley and Quarry & Risinghurst (both 100%) and the most satisfied with the time taken to



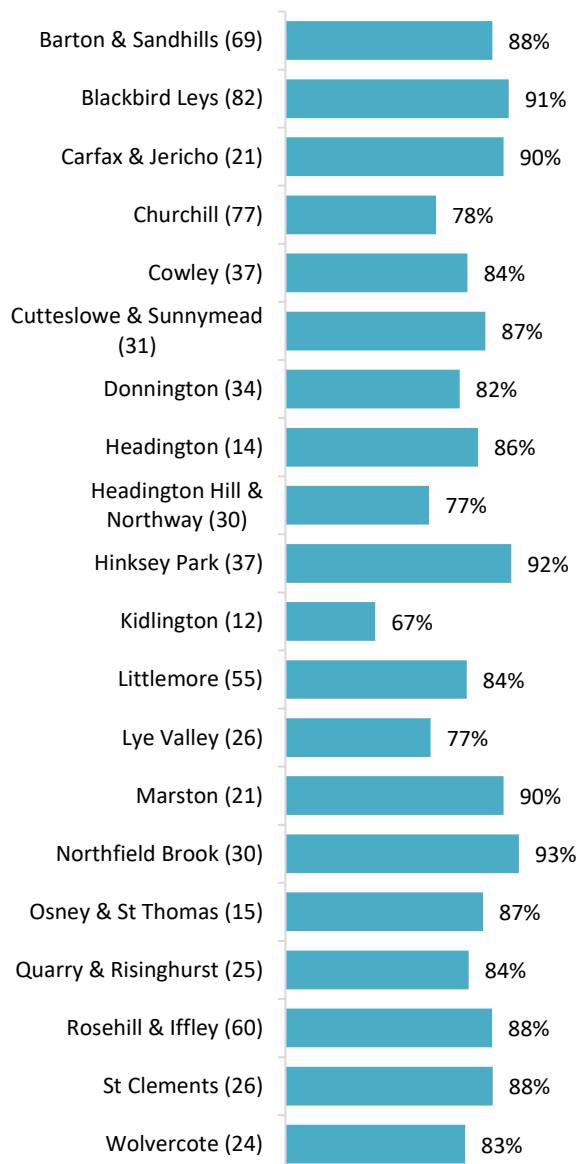
complete their most recent repair are tenants in Quarry & Risinghurst (94%).

Least satisfied with the repairs service received are those in Littlemore (75%) and for the time taken it is those in Marston (60%).



## Customer service

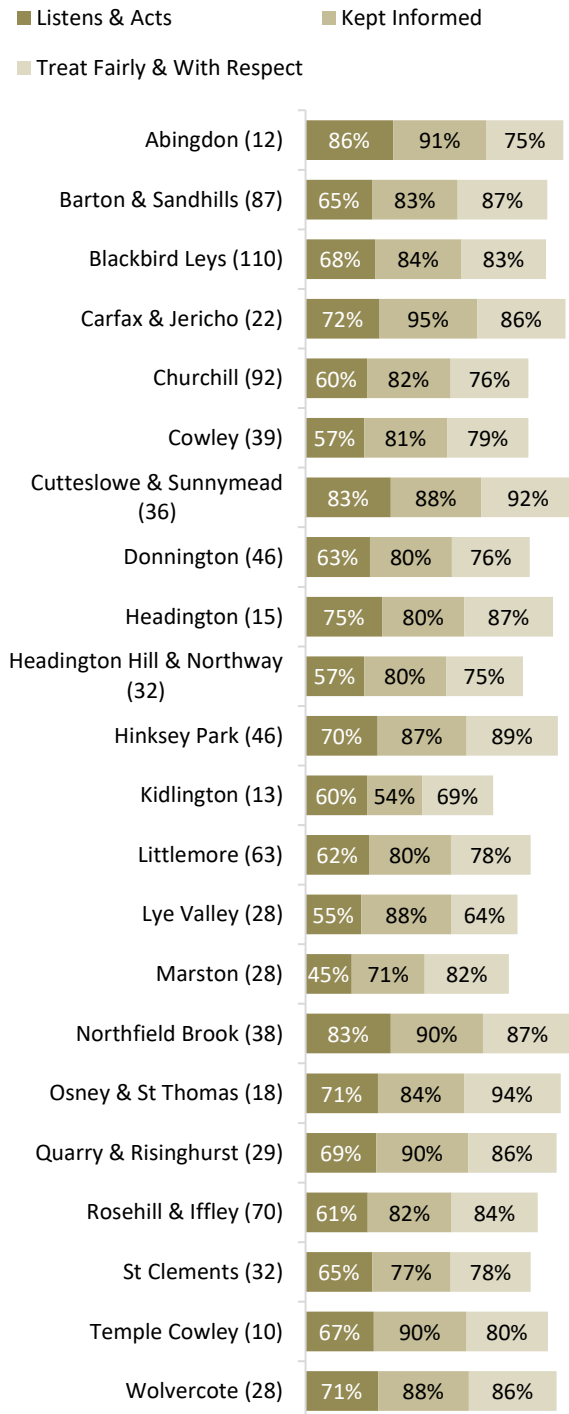
Tenants the most satisfied with the customer service they received are those in Northfield Brook (93%) and Hinksey Park (92%). There are just 67% satisfied in Kidlington.





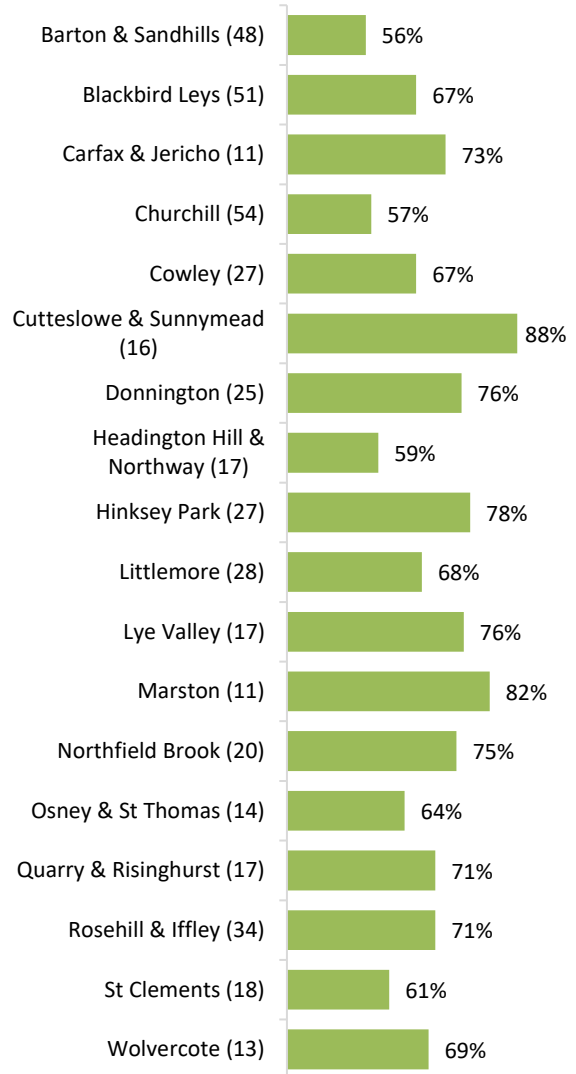
## Communication & engagement

The most satisfied with being kept informed are those in Carfax & Jericho (95%) and those in Osney & St Thomas are the most satisfied that the Council treats them fairly and with respect (94%). Most satisfied with how the Council listens to their views and acts upon them are those living in Abingdon (86%).



## Anti-social behaviour

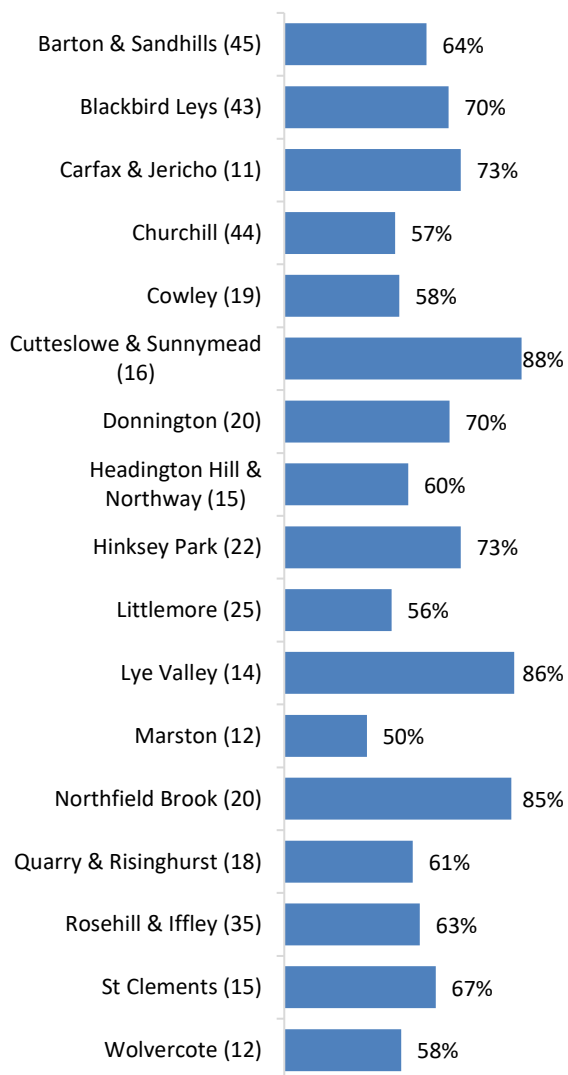
88% of tenants in Cutteslowe & Sunnymead are satisfied with how the council handles anti-social behaviour and those in Churchill (57%) and Headington Hill & Northway (59%) are the least satisfied.





## Complaint handling

The most satisfied with the Council's approach to complaints handling are tenants living in Cutteslowe & Sunnymead (88%) and the least satisfied are those living in Marston (50%).





## About Acuity

Acuity Research & Practice provide tenant satisfaction (STAR) survey and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance and profiling data.

We focus on providing information that will inform performance improvement: positive outcomes for providers and tenants, not just box-ticking. Our services are highly flexible, always carefully tailored to the requirements and budgets of our customers.

We have been providing consultancy services to the social housing sector for over 24 years. We work in partnership with Housemark to support the benchmarking activities of smaller and specialist housing providers.



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## Tenant Satisfaction (STAR) Survey 2022

- Survey carried out by Acuity Research & Practice
- Target of 925 responses to achieve  $\pm 3.0\%$  ( $\pm 4.0\%$  gives 95% confidence)
- Achieved 928 responses
- Telephone interviews
- Good level of confidence in the results

## Comments from Acuity

*“Satisfaction with the services delivered by Oxford City Council is good and is maintaining good levels despite a general fall in satisfaction across the sector.”*

### ***“Comparison with Other Landlords***

*Oxford CC compares well with other landlords. Satisfaction on most of the key measures that match with the current survey are above the median on the majority of measures, between 2% and 8%, scoring in the second quartile. However, satisfaction is below the median on just two measures, satisfaction with overall services (6% below) and listening to views and acting upon them (5% below).”*

## Key Findings & Actions

- Every measure except overall satisfaction has improved
- Results above the median for all bar two measures
- Respondents' comments captured – valuable insight
- Where consent provided, residents contacted about issues
- Negative comments on overall satisfaction analysed
  - Mainly historical repairs & maintenance issues
- Pro-active comms to promote improvements in repairs & maintenance
- Engagement activities to drive listening improvement
- Keep up the efforts on other drivers
- Consider moving the overall satisfaction question to the end (reflections)

## Actions following 2022 STAR Survey

### Day to Day Repairs

- Live dashboards in place ✓
- Full rollout of DRS ✓
- Grafton stock contract in place (fixed right first time) ✓
- QL Versaa in place, enabling follow up appointments to be booked ✓
- Proactive damp and mould re-inspection programme (now extended) ✓
- Customer care training complete ✓
- Localz text messaging & post work satisfaction surveys May 2023 ↗



## Actions following 2022 STAR Survey

### Home & Neighbourhood

- Planned Maintenance and Great Estate improvements ongoing ✓
- Two-year rolling Stock Condition Survey procured ↗

### Communications & Engagement

- New Customer Care & Complaints Officer ✓
- Other posts to be recruited through Landlord Services Transformation →
- Customer Portal (Rent & Repairs) June 2023 ↗
- Mobile working devices approved – awaiting deployment – to improve engagement and capturing and updating tenant profile information, GDPR etc ↗
- SHDF bid successful (£2.6m) with active engagement comms plan – Tenant Ambassador on Project Board ✓

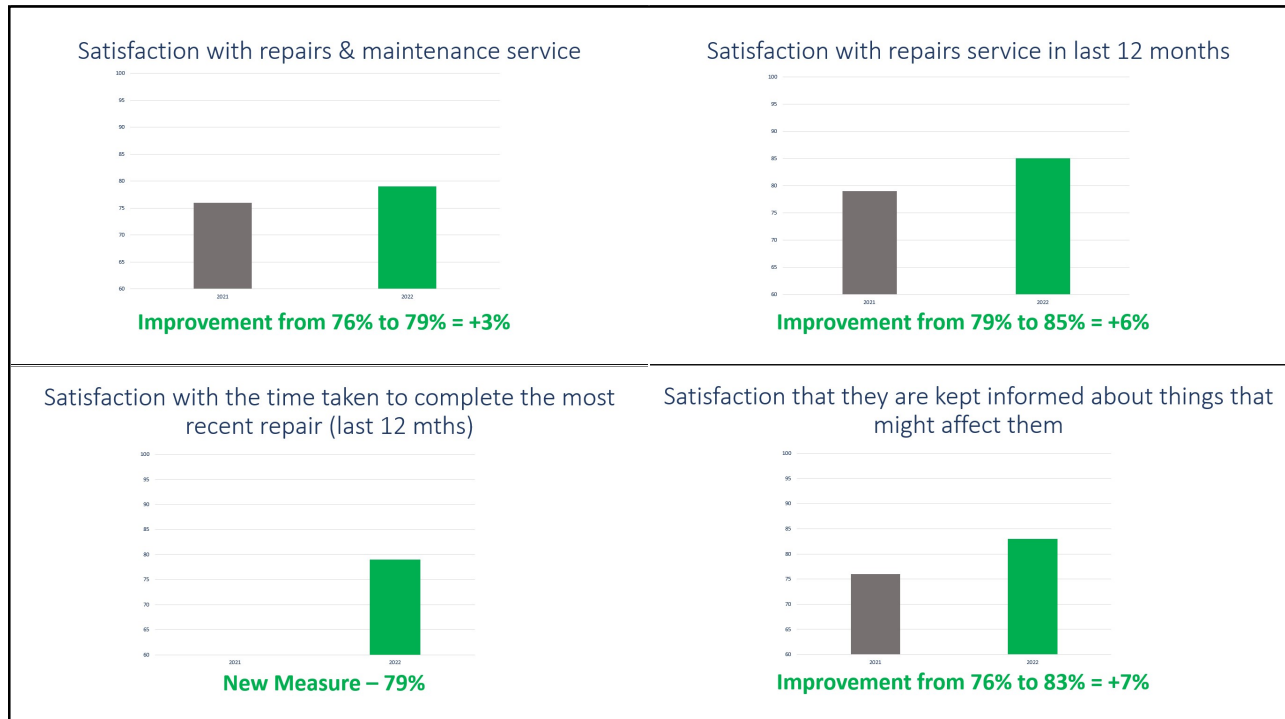
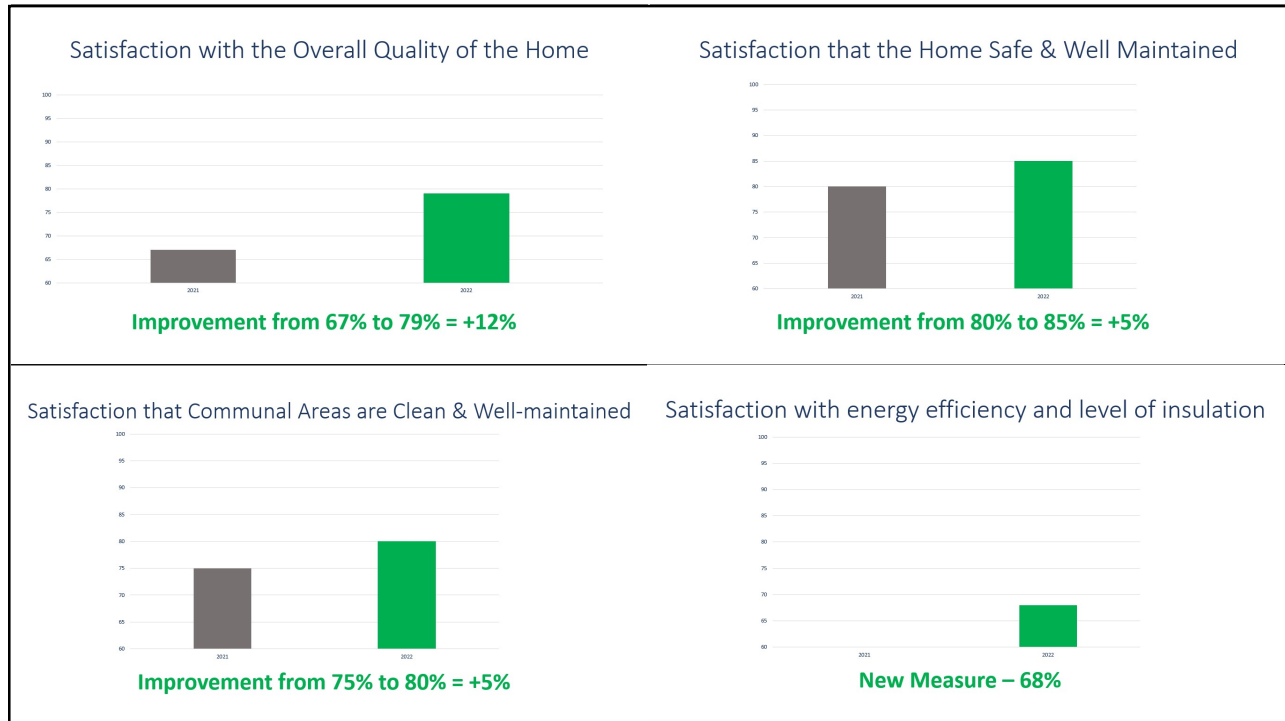
## Actions following 2022 STAR Survey

### Anti-Social Behaviour

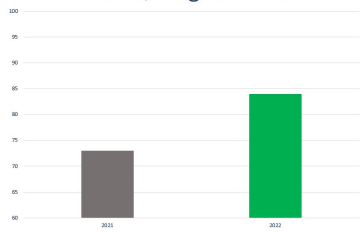
- Programme of engagement with tenants complete ✓
- New messaging around expectations ✓
- Improved website pages ✓
- Anti-social behaviour policy & procedures launched and active ✓

### Housing Services

- Service Integration Project phase 1 active ✓
- Additional Resources in Tenancy & Allocations teams recruited ✓
- External review (Housemark) of services provided as a landlord complete ✓
- SHWP actions and requirements being pro-actively managed ↗
- Recommendations from Housemark, outstanding STAR actions, HHP recommendations to be delivered through Landlord Services Transformation Programme (LSTP) ↗
- LSTP team recruited – appreciative inquiries completed with stakeholders & staff, customer journey and process mapping underway (Sprints) ↗

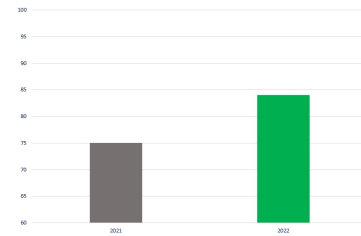


Satisfaction with overall appearance of their surrounding area/neighbourhood



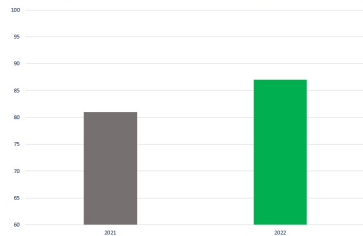
Improvement from 73% to 84% = +11%

Satisfaction with neighbourhood as a place to live



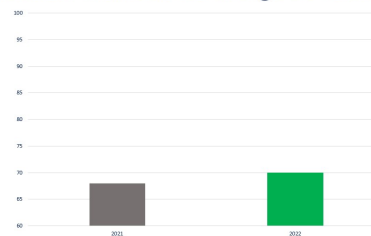
Improvement from 75% to 84% = +9%

Satisfaction with Rent as value for money



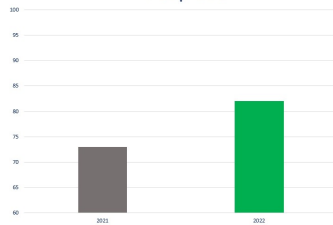
Improvement from 81% to 87% = +6%

Satisfaction with Service charge as value for money



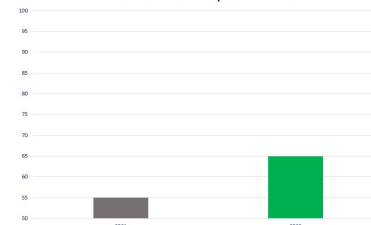
Improvement from 68% to 70% = +2%

Satisfaction with the Council treating them fairly and with respect



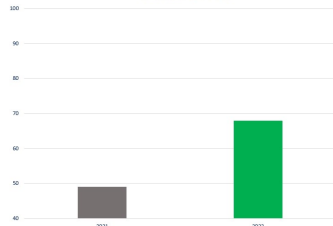
Improvement from 73% to 82% = +9%

Satisfaction with how the Council listens to tenants' views and act upon them



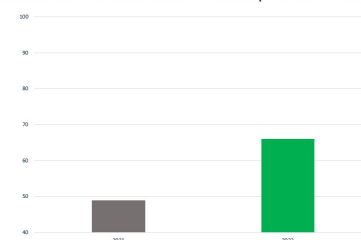
Improvement from 55% to 65% = +10%

Satisfaction with how the Council handles ASB - final outcome



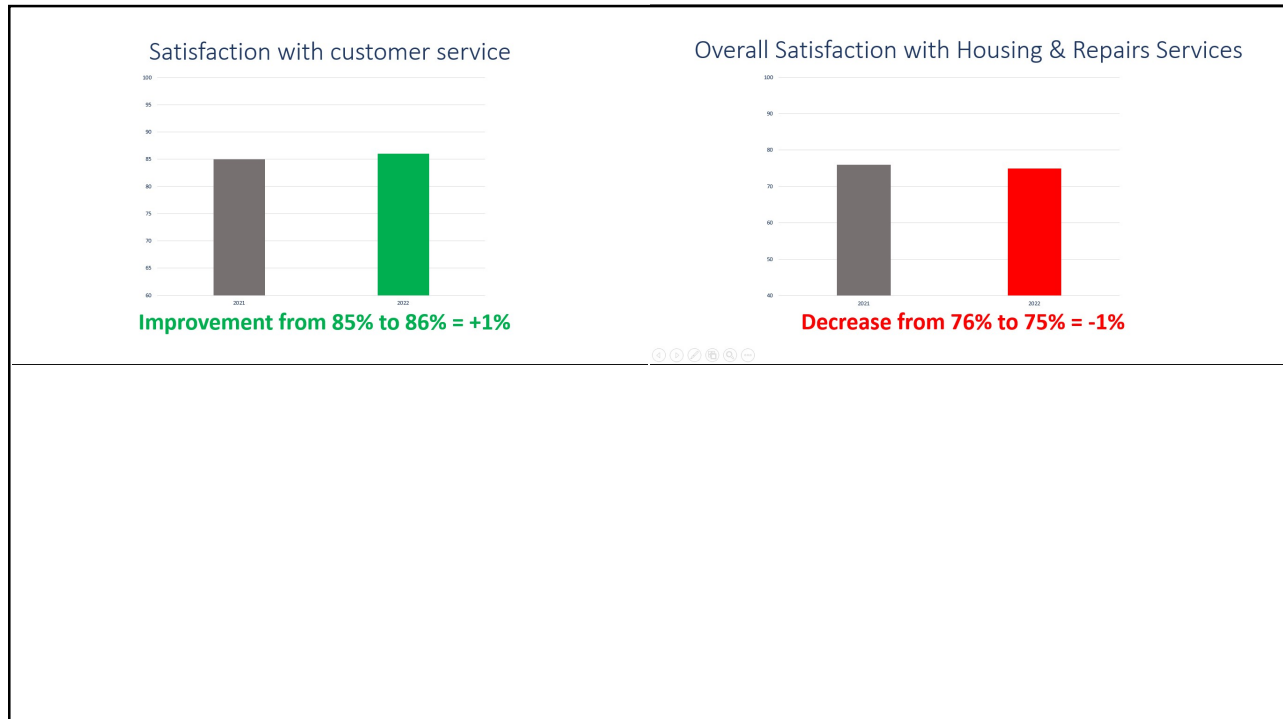
Improvement from 49% to 68% = +19%

Satisfaction with how a complaint was handled



Improvement from 49% to 66% = +17%





## Positive Comments on Overall Satisfaction

- **Positive Comments – 38%**
  - Good overall service – 214
  - Generally happy, no problems - 127
  - Repairs service/workforce - 118
  - Attitude of staff - 21
  - Good communications and contactable – 16
  - Specially adapted or suits needs - 8
  - Spent money on property - 6
  - Like my home (type, size, condition) - 6
  - Happy living here - 4
  - Settled, lived here a long time - 4
  - Communal cleaning & maintenance - 4

## Negative Comments on Overall Satisfaction

- **Day-to-day repairs 26%**
  - Timescales to complete repairs - 133
  - Outstanding / forgotten repairs - 84
  - Quality of work - 28
  - Appointments - 25
  - Had to report repair multiple times -18
- **Customer services & contact 9%**
  - Answering phones -18
  - Return call / email - 17
  - Care, empathy, support etc - 16
  - Resolving problems - 13
  - Time taken to resolve enquiry - 13

## Negative Comments on Overall Satisfaction

- **Property condition 5%**
  - Damp / mould / condensation - 24
  - Condition of the property - 18
  - Insulation - 5
  - Safety checks - 4
  - External property maintenance - 3
- **Home improvements 3%**
  - New kitchen, bathroom - 11
  - Quality of refurbishment - 10
  - Heating system - 5
  - New doors or windows - 5
  - Property adaptations - 5

## Negative Comments on Overall Satisfaction

- **Tenant services and management 3%**
  - Help for older residents/health issues - 13
  - Rent issues, arrears, HB - 7
  - Decorating /handyman service - 5
  - Value for money (rent/service charge) - 4
  - Financial difficulties - 3
- **Neighbourhood problems 2%**
  - Car parking, signage and garage areas - 8
  - Anti-social behaviour - 8
  - Drug related issues - 5
  - Neighbours - noise, alcohol - 5
  - Dogs - noise or fouling - 3

## Negative Comments on Overall Satisfaction

- **Communications and information 2%**
  - Communications (in general) - 17
  - Listen carefully, take interest - 4
  - Acknowledgement of Complaint - 4
  - Information on service standards - 2
  - Transparent in decision-making - 1
- **Grounds maintenance 2%**
  - Fences and gates - 15
  - Tree maintenance - 6
  - Bushes & hedges - maintenance / weeding - 2
  - Grounds maintenance generally - 2
  - Grass cutting - 1