

Agenda

Housing and Homelessness Panel (Panel of the Scrutiny Committee)

This meeting will be held on:

Date: **Thursday 5 October 2023**

Time: **6.00 pm**

Place: **Zoom - Remote meeting**

For further information please contact:

Alice Courtney, Scrutiny Officer

📞 01865 529834

✉ DemocraticServices@oxford.gov.uk

Members of the public can attend to observe this meeting and.

- may register in advance to speak to the committee in accordance with the [committee's rules](#)
- may record all or part of the meeting in accordance with the Council's [protocol](#)

Information about speaking and recording is set out in the agenda and on the [website](#)

Please contact the Committee Services Officer to register to speak; to discuss recording the meeting; or with any other queries.

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All public papers are available from the calendar link to this meeting once published

Committee Membership

Councillor Lizzy Diggins (Chair)

Councillor Paula Dunne

Councillor Laurence Fouweather

Councillor Jabu Nala-Hartley

Councillor Rosie Rawle

Councillor Jo Sandelson

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

Agenda

	Pages
1 Apologies	
2 Declarations of Interest	
3 Chair's Announcements	
4 Notes of the previous meeting	7 - 12
<p>The Panel is asked to agree the notes of the meeting held on 02 August 2023 as a true and accurate record.</p>	
5 Housing and Homelessness Panel Work Plan	13 - 18
<p>The Panel is asked to:</p> <ol style="list-style-type: none">1. Consider the Work Plan and agree any amendments.2. Approve the draft scope for the Scrutiny-commissioned item on Housing Associations' Approach to Tenant Engagement and delegate authority to the Scrutiny Officer to schedule the item into the Work Plan in discussion with relevant officers.	
6 Report back on recommendations	19 - 30
<p>At its meeting on 09 August 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">• Expansion of the Housing First Programme• Update on Customer Complaints and Feedback <p>Cabinet's responses to recommendations were presented to the Scrutiny Committee at its meeting on 05 September 2023 for noting. The Panel is asked to note Cabinet's responses to its recommendations.</p>	
7 Update on the Housing First Programme in Oxford	31 - 44
<p>The Head of Housing Services has submitted a report to update the Panel on the Housing First programme in Oxford, including service delivery and outcomes. Ossi Mosley, Rough Sleeping and Single Homelessness Manager and Brendan Lewis, Senior Rough Sleeping and Single Homelessness Project Officer have been invited to present</p>	

the report and answer questions. Representatives from St Mungo's and A2Dominion have also been invited to attend. The Panel is asked to consider the report and agree any recommendations.

8 Housing Ombudsman Complaint Handling Code Self-Assessment

45 - 58

The Head of Housing Services has submitted a report to update the Panel on the Council's self-assessment against the Housing Ombudsman's Complaint Handling Code. Bill Graves, Landlord Services Manager has been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.

9 Dates of future meetings

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

- 05 December 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.