

# Agenda

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

This meeting will be held on:

Date: **Wednesday 3 July 2024**

Time: **6.00 pm**

Place: **Zoom - Remote meeting**

**For further information** please contact:

Alice Courtney, Scrutiny Officer

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## **Committee Membership**

Councillor Lizzy Diggins (Chair)

Councillor Theodore Jupp

Councillor Edward Mundy

Councillor Asima Qayyum

Councillor Rosie Rawle

Councillor Anne Stares

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

# Agenda

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<b>1 Apologies</b>	
<b>2 Declarations of Interest</b>	
<b>3 Chair's Announcements</b>	
<b>4 Notes of the previous meeting</b>	9 - 14
<p>The Panel is asked to <b>agree</b> the notes of the meeting held on 07 March 2024 as a true and accurate record.</p>	
<b>5 Housing and Homelessness Panel Work Plan</b>	15 - 20
<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>	21 - 32
<p>At its meetings on 13 March 2024 and 12 June 2024, 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>• Allocation of Preventing Homelessness Budget 2024/25</li><li>• Housing Ombudsman Complaint Handling Code Self-Assessment</li><li>• Implementation of Selective Licensing</li></ul> <p>Cabinet's responses to recommendations were presented to the Scrutiny Committee at its meeting on 02 July 2024 for noting. The Panel is asked to <b>note</b> Cabinet's responses to its recommendations.</p>	
<b>7 2024/25 Capital Programmes (HRA) Delegations</b>	33 - 116
<p>Cabinet, at its meeting on 10 July 2024, will consider a report from the Executive Director (Communities and People) seeking approval for the Housing Revenue Account (HRA) Capital Programmes for 2024/25, authority to commence procurement procedures to deliver the programmes and delegated authority for officers to enter into the</p>	

necessary contracts. Cllr Linda Smith, Cabinet Member for Housing and Communities, Peter Matthew, Executive Director (Communities and People) and Malcolm Peek, Property Services Manager have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.

**8 Annual Review of the Housing, Homelessness and Rough Sleeping Strategy 2023-28**

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Cabinet, at its meeting on 10 July 2024, will consider a report from the Executive Director (Communities and People) providing an update on the progress made in Year 1 of the Housing, Homelessness and Rough Sleeping Strategy 2023-28 and seeking approval for implementation of the Year 2 action plan. Cllr Linda Smith, Cabinet Member for Housing and Communities and Nerys Parry, Head of Housing Services have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.

**9 Temporary Accommodation Demand and Mitigations**

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Cabinet, at its meeting on 10 July 2024, will consider a report from the Executive Director (Communities and People) seeking authorisation to procure an Emergency Accommodation Framework and providing an update on increasing levels of homelessness use of temporary accommodation and mitigations in Oxford. Cllr Linda Smith, Cabinet Member for Housing and Communities, Peter Matthew, Executive Director (Communities and People), Nerys Parry, Head of Housing Services, Richard Wood, Housing Strategy and Needs Manager and Kieran Edmunds, Rapid Rehousing Manager have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.

**10 Housing Performance Monitoring Q4 2023/24**

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The Head of Housing Services has submitted a Housing Performance report for Q4 2023/24. Cllr Linda Smith, Cabinet Member for Housing and Communities, Nerys Parry, Head of Housing Services, Richard Wood, Housing Strategy and Needs Manager and Tom Porter, Senior Strategy and Service Development Officer have been invited to present the report and answer questions. The Panel is asked to consider the report and agree any recommendations.

## **11 Dates of future meetings**

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

- 07 August 2024, 6pm
- 10 October 2024, 6pm
- 07 November 2024, 6pm
- 04 March 2025, 6pm

*Meetings will take place remotely via Zoom.*

## **Information for those attending**

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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.

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## **Minutes of a meeting of the Housing and Homelessness Panel (Panel of the Scrutiny Committee) on Thursday 7 March 2024**



### **Committee members present:**

Councillor Diggins (Chair)

Councillor Dunne

Councillor Rawle

Councillor Sandelson

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

Gail Siddall, Regulatory Services Manager

Richard Wood, Housing Strategy and Needs Manager

Ossi Mosley, Rough Sleeping and Single Homelessness Manager

Francesca Barr, Senior Rough Sleeping Officer

Bill Graves, Landlord Services Manager

Katherine Mayes, Customer Care and Complaint Manager

Alice Courtney, Scrutiny Officer

### **Also present:**

Councillor Linda Smith, Cabinet Member for Housing

### **Apologies:**

Councillor(s) Aziz sent apologies.

## **36. Declarations of Interest**

None.

## **37. Chair's Announcements**

None.

## **38. Notes of the previous meeting**

The Panel agreed the notes of the meeting held on 05 December 2023 as a true and accurate record.

## **39. Housing and Homelessness Panel Work Plan**

The Panel considered the Work Plan. The Scrutiny Officer provided the following updates on Scrutiny-commissioned items agreed at previous meetings:

- Landlord Services Transformation (Social Housing (Regulation) Act Compliance) – in discussion with the Chair, the item had been deferred to the July 2024 Panel meeting, as Housing Services were awaiting the outcome of the pilot assessment.
- Housing Associations' Approach to Tenant Engagement – owing to capacity constraints within Housing Services, the Chair had agreed to put this item on hold indefinitely until more capacity was freed up to support this work.

The Panel noted the updates from the Scrutiny Officer and agreed the Work Plan as set out in the agenda pack.

#### **40. Report back on recommendations**

The Panel noted the following Cabinet responses to its recommendations:

- City of Sanctuary Accreditation

#### **41. Allocation of Preventing Homelessness Grant 2024/25**

Cllr Linda Smith, Cabinet Member for Housing introduced the report, which set out the proposed Preventing Homelessness Budget allocations for 2024/25 and recommended the grant of a lease of the Floyds Row premises. This was an annual report and it set out all of the work the Council was doing in Oxford to realise its ambition of nobody having to sleep rough in the city.

In response to questions, the Panel was advised that:

- The Council was holding conversations with fellow commissioners of the Oxfordshire Homelessness Alliance to support the Alliance to set a balanced budget given increased service costs; the outcome of those discussions was expected to be confirmed in the coming weeks.
- The recommendation regarding the grant of a lease to the Floyds Row premises was a retrospective approval required by the Council's Constitution, as the lease was from 09 May 2023 to 01 April 2024 and much of that lease period had passed.
- There were pressures on the Preventing Homelessness Budget in 2024/25; as a result some of the services funded in 2023/24 could not continue to be funded in 2024/25. The impact on service users was expected to be minimal.
- There was some homelessness provision for couples, but not in women-only provision where the other partner was male.
- The Council's financial contribution to the Oxfordshire Homelessness Alliance was set over a number of years.
- Council officers met monthly with a representative from the Department for Levelling Up, Housing and Communities (DLUHC) and highlighted the pressures within local government in relation to Housing. In addition, the Leader of the Council had made representations to the Secretary of State, particularly in relation to homelessness.
- The saving arising from the new Somewhere Safe to Stay service model in 2024/25 would be an ongoing saving that would be used to support the Oxfordshire Homelessness Alliance in future years.
- The Council was committed to ensuring adequate ongoing funding for the Severe Weather Emergency Protocol (SWEP); any underspend in relation to

that service could be spent on other Housing-related services or rolled forward into the following year's SWEP budget, subject to required approvals.

The Panel agreed to recommend to Cabinet that:

1. The Council carries forward any underspend in SWEP funds to the next financial year, specifically earmarked for SWEP to ensure financial resilience of that vital provision.

*Richard Wood, Housing Strategy and Needs Manager, Ossi Mosley, Rough Sleeping and Single Homelessness Manager and Francesca Barr, Senior Rough Sleeping Officer left the meeting and did not return.*

## **42. Implementation of Selective Licensing**

Cllr Linda Smith, Cabinet Member for Housing introduced the report, which provided an update on the year one actions of the Selective Licensing scheme. She highlighted that Oxford's Selective Licensing scheme was one of the largest in the country and Oxford City Council was the only authority where the whole city was covered by the scheme.

Gail Siddall, Regulatory Services Manager added that the timescales for implementation were very tight and as a result, officers had endured a particularly intense period of work. She provided an overview of the challenges during implementation as set out in the report and advised that the scheme would help the Council address poor conditions in private rented housing stock within the city. The Council was currently recruiting for more enforcement staff.

*Cllr Dunne left the meeting and did not return.*

In response to questions, the Panel was advised that:

- The estimates set out in the report were based on the Council's existing data on private rented sector housing in the city.
- Tenants were becoming more aware of measures such as the use of Rent Repayment Orders if their private rented property was unlicensed.
- The Council had robust financial penalty policies for cases where unlicensed properties were identified and landlords did not comply with the requirement to obtain a licence.
- The figures in the report would be checked by the Regulatory Services Manager to ensure they only covered the year one period, as the current figures appeared to cross over into year two.
- The initial Selective Licensing scheme plans included the rollout of a tenant communication and engagement campaign, however this work had not yet started.
- If Members had any contacts for tenants' unions, officers would be happy to engage with them if Members shared details.
- The 60% inspection target for private rented properties across the city was deemed tough but realistic based on the information available.
- Targets would be set for year two of the scheme.
- The Selective Licensing fees were reviewed annually; the scheme was required to be cost neutral (i.e. income must equal expenditure).
- The Council did not hold data on tenants' success using Rent Repayment Orders.

- The Council's Tenancy Relations Officer would prevent evictions from properties which were not licenced, as eviction from unlicenced properties was illegal. Once a property was licenced, eviction notices could be served, so Selective Licensing did not prevent evictions.
- Most students lived in HMOs, which were not covered by the scheme; private rented properties managed by the universities were exempt from the scheme as they were required to comply with a separate code of practice.
- A combination of incentives for submitting Selective Licensing applications and working hard with letting agents was likely responsible for the success of the scheme in year one.
- Licences were issued for five years.

The Panel agreed to recommend to Cabinet that:

1. The Council rolls out a Selective Licensing scheme communications campaign aimed at tenants to raise awareness of the scheme and tenants' rights; and actively engages with tenants unions as part of the campaign.

*Gail Siddall, Regulatory Services Manager left the meeting and did not return.*

### **43. Housing Ombudsman Complaint Handling Code Self-Assessment**

Bill Graves, Landlord Services Manager introduced the report, which set out the Council's Landlord Function self-assessment against the Housing Ombudsman's Complaint Handling Code. The Panel had reviewed the previous self-assessment in October 2023 against the current standards, however changes were proposed to the self-assessment, which were set out in the report. Following correspondence received by officers earlier in the week, compliance with the broader organisation-wide self-assessment relating to the single complaint handling code would not be a requirement until 2025/26, with reporting commencing in 2026/27. Officers were seeking clarity on what this meant for the Council.

The Panel raised issues with some of the wording relating to governance within the self-assessment, for example the document was not reported separately to the Scrutiny Committee or Full Council. The Panel requested that the Scrutiny Officer highlight the required changes to the Landlord Services Manager.

The Panel also queried the Council's definition of the 'Governing Body', as this was not terminology that the Council used, but it would be useful for the Council to ensure clarity on what was meant by this. In addition, the Panel noted the following:

- Criteria 9.3 – the Panel was of the view that this should at least be 'in part' compliant.
- Criteria 9.5 – the Leader of the Council already had responsibility for complaints within her Cabinet Member portfolio.

The Panel agreed to recommend to Cabinet that:

1. The Council sets out its definition of what the 'Governing Body' referred to in the complaint handling code is in respect of the Council, to ensure clarity across the organisation.

#### **44. Tenant Satisfaction (STAR) Survey 2023**

Bill Graves, Landlord Services Manager introduced the report, which set out the results of the Tenant Satisfaction (STAR) Survey 2023. He introduced Katherine Mayes, who had recently joined the Council as the new Customer Care and Complaint Manager. Cllr Linda Smith, Cabinet Member for Housing added that the survey results were generally good news, but there was always more to do to drive continuous improvement.

In response to questions, the Panel was advised that:

- The Council was performing well in comparison with other authorities.
- There was no trend where there was dissatisfaction with communal areas; each case was very specific to that particular location and sometimes related to issues outside of the Council's control (e.g. grass verges managed by Oxfordshire County Council).
- The Council was now using Power BI for reporting and could identify trends within different age groups.
- The measure related to safety and security (high-rise) was a new measure introduced this year; next year's survey would offer an opportunity for comparison.

The Panel noted that page 12 of the report (page 102 of the full agenda pack) stated that two-thirds of residents highlighted the time taken to complete repairs and outstanding/forgotten repairs as key areas of dissatisfaction. The Panel queried whether or not survey respondents had the option to tick more than one option on this question, as if they did then the results did not necessarily point to that equalling two thirds of residents – as the same residents could have selected multiple answers. The Panel requested that the Landlord Services Manager follow up on this and report back via the Scrutiny Officer. In addition, the Panel requested to see a copy of the anonymised raw survey data.

The Panel noted the report; there were no recommendations.

#### **45. Dates of future meetings**

The Panel noted the dates and times of future meetings.

**The meeting started at 6.00 pm and ended at 7.55 pm**

**Chair .....**

**Date: Wednesday 3 July 2024**

*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.

### 03 July 2024 – reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing Performance Monitoring (Q4 2023/24)	No	To consider the Housing Performance Report for Q4 2023/24 and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services
Annual Review of the Housing, Homelessness & Rough Sleeping Strategy 2023-28	Yes	The Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan is reviewed and updated annually, to ensure that the Strategy can adapt to changing circumstances. This report will present progress made against all actions in the Year 1 Action Plan and present the draft Year 2 Action Plan for approval.	Cabinet Member for Housing and Communities	Peter Matthew, Executive Director (Communities and People)
Temporary Accommodation Demand and Mitigations	Yes	A report to update Cabinet on increased Homelessness and Temporary Accommodation use in Oxford and to seek approval for a series of mitigations to help bring temporary accommodation use down and lower cost.	Cabinet Member for Housing and Communities	Peter Matthew, Executive Director (Communities and People)
2024/25 Capital Housing Property Budget Delegations	Yes	To seek approval for HRA capital programmes for 2024-25 and delegation to officers for the award of contracts.	Cabinet Member for Housing and Communities	Peter Matthew, Executive Director (Communities and People)

## 07 August 2024 – no business

## 10 October 2024 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Landlord Services Transformation (Social Housing (Regulation) Act Compliance) [presentation]	No	To receive a presentation followed by an opportunity for discussion; and to agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services
Council of Sanctuary Framework	Yes	Cabinet report to seek approval of the Council of Sanctuary framework and authorisation to apply for Council of Sanctuary Award status.	Cabinet Member for Housing and Communities	Peter Matthew, Executive Director (Communities and People)
Housing Complaint Handling Annual Report 2023/24	Yes	To receive a report on the handling of landlord complaints for the year 2023-24.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services

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## 07 November 2024 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing Performance Monitoring (2024/25 mid-year)	No	To consider the Housing Performance Report and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services



Implementation of Refugee Resettlement in Oxford	No	To consider the report and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services
Housing Complaint Handling Performance (Q1 & Q2 2024/25)	No	To consider the report and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services

### 06 March 2025 – provisional reports

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Housing and Carbon Reduction	No	To receive a presentation followed by an opportunity for discussion; and to agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services
Housing Ombudsman Complaint Handling Code Self-Assessment	No	To consider the report and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services
Tenant Satisfaction (STAR) Survey	No	To consider the report and agree any recommendations.	Cabinet Member for Housing and Communities	Nerys Parry, Head of Housing Services

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**Current Suggestions for Longlist of Scrutiny-Commissioned Reports for Consideration by the Housing and Homelessness Panel 2024/25**

<b><u>Suggested Item</u></b>	<b><u>Pencilled in to Work Plan 2024/25?</u></b>
1. Alternative 'innovative' solutions to the housing crisis	Yes – July meeting (via Temporary Accommodation Cabinet report)
2. Housing and Carbon Reduction	Yes – March meeting
3. Landlord Services Transformation (Social Housing (Regulation) Act Compliance)	Yes – October meeting
4. Implementation of Refugee Resettlement in Oxford	Yes – November meeting
5. Implementation of Selective Licensing (Year 2)	No – no update available until June/July 2025

<b><u>Regular/Standard Items</u></b>	<b><u>Pencilled in to Work Plan 2024/25?</u></b>
Housing Performance Monitoring	Yes – July and November meetings
Building Safety & Compliance	No - tbc
Tenants' Forum Update	No - tbc
Tenant Involvement and Empowerment Mini-Review Update	No – will be subsumed by forthcoming Tenant Involvement Strategy
Housing Complaint Handling Performance	Yes – October and November meetings
City of Sanctuary Accreditation	Yes – October meeting (Cabinet report)
Housing Ombudsman Complaint Handling Code Self-Assessment	Yes – March meeting
Tenant Satisfaction (STAR) Survey	Yes – March meeting

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**To:** Cabinet  
**Date:** 13 March 2024  
**Report of:** Housing and Homelessness Panel  
**Title of Report:** Allocation of Preventing Homelessness Grant 2024/25

Summary and recommendations	
<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 Lizzy Diggins, Panel Chair
<b>Cabinet Member:</b>	Cllr Linda Smith, Cabinet Member for Housing
<b>Corporate Priority:</b>	Support Thriving Communities; Enable an Inclusive Economy
<b>Policy Framework:</b>	Housing, Homelessness & Rough Sleeping Strategy 2023-28; Asset Management Strategy
<b>Recommendation: That the Cabinet states whether it agrees or disagrees with the recommendations in the body of this report.</b>	

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

## Introduction and overview

1. The Housing and Homelessness Panel met on 07 March 2024 to consider a report on the Allocation of Preventing Homelessness Grant 2024/25. The report, which is due for Cabinet consideration on 13 March 2024, recommends that Cabinet approves the allocation of the Preventing Homelessness Budget and identified Housing Revenue Account funds to commission homelessness services in 2024/25 as detailed in Table 1 of the report; approves a commitment of £798,532 from the Preventing Homelessness budget to fund supported accommodation provision from Matilda House for the period of 01 September 2024 to 31 March 2027; approves the Council entering into the lease of the Floyds Row premises to St Mungo's on the basis set out in the report; and various delegations of authority.

2. The Panel would like to thank Councillor Linda Smith (Cabinet Member for Housing), Richard Wood (Housing Strategy and Needs Manager), Ossi Mosley (Rough Sleeping & Single Homelessness Manager) and Francesca Barr (Senior Rough Sleeping Officer) for attending the meeting to present and answer questions.

### Summary and recommendations

3. Cllr L Smith, Cabinet Member for Housing introduced the report; this report was submitted to Cabinet annually and set out the scale of the work the Council did to realise its ambition of nobody having to sleep rough in the City.
4. The Panel asked a range of questions, including questions relating to Oxfordshire Homelessness Alliance funding; the lease for Floyds Row; the impact of the services which were due to be cut; women’s homelessness provision; the impact of inflationary pressures on the budget and service delivery; the Council’s engagement with Central Government to highlight key issues relevant to Homelessness Services; and Severe Weather Emergency Protocol (SWEP) funding.
5. In particular, the Panel queried what happened to SWEP funds in the event that there was an underspend in any given year. The Panel was advised that funds could be moved around between different budgets or rolled forward to the following year; the money was always spent in one way or another. In discussion, the Panel agreed that SWEP funding was vital and should be earmarked exclusively for SWEP purposes; as such it should be rolled forward to future years if there was any underspend, as this would help ensure financial resilience for that provision.

***Recommendation 1: That the Council carries forward any underspend in SWEP funds to the next financial year, specifically earmarked for SWEP to ensure financial resilience of that vital provision.***

<b>Report author</b>	Alice Courtney
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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 07 March 2024 concerning the Allocation of Preventing Homelessness Grant 2024/25. 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 carries forward any underspend in SWEP funds to the next financial year, specifically earmarked for SWEP to ensure financial resilience of that vital provision.	In Part	In the event of the £30,000 budget for Severe Weather Emergency Protocol (SWEP) being underspent in any year, the intention would be to use this money to cover any other in-year overspends on Preventing Homelessness Grant (PHG) funded services, or to fund similar services in-year for homeless people, in consultation with the Cabinet Member for Housing and the Head of Financial Services (Section 151 Officer). If there are no such pressures, an option will be to recommend to Cabinet and Council a carry forward of the budget to next year's PHG budget to use for SWEP or other services, but this would be subject to the approval of the Head of Financial Services, who has to consider the impact on the wider Council budget.

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**To:** Cabinet  
**Date:** 17 April 2024  
**Report of:** Housing and Homelessness Panel  
**Title of Report:** Housing Ombudsman Complaint Handling Code Self-Assessment

<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 Lizzy Diggins, Panel Chair
<b>Cabinet Member:</b>	Cllr Linda Smith, Cabinet Member for Housing
<b>Corporate Priority:</b>	Support Thriving Communities
<b>Policy Framework:</b>	Housing, Homelessness & Rough Sleeping Strategy 2023-28
<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 07 March 2024 to consider a report concerning the Housing Ombudsman Complaint Handling Code Self-Assessment. It was recommended that the Panel consider the report and agree any recommendations.
2. The Panel would like to thank Councillor Linda Smith (Cabinet Member for Housing) and Bill Graves (Landlord Services Manager) for attending the meeting to present and answer questions.

## Summary and recommendations

3. Bill Graves, Landlord Services Manager introduced the report, which set out the Council's Landlord Function self-assessment against the Housing Ombudsman's Complaint Handling Code. The Panel had reviewed the previous self-assessment in October 2023 against the current standards, however changes were proposed to the self-assessment, which were set out in the report. Following correspondence received by officers earlier in the week, compliance with the broader organisation-wide self-assessment relating to the single complaint handling code would not be a requirement until 2025/26, with reporting commencing in 2026/27. Officers were seeking clarity on what this meant for the Council.
4. The Panel raised a number of points, including the need to ensure the use of correct language regarding governance and reporting throughout the document; and criteria which were currently marked as 'non-compliant' where the Panel felt the Council could state it was at least partially compliant.
5. In particular, the Panel noted the Housing Ombudsman's reference to 'Governing Body' throughout the self-assessment criteria. This was not terminology which the Council used, therefore the Panel felt it was important that the Council defined what the term 'Governing Body' meant in respect of the Council, to ensure clarity across the organisation.

***Recommendation 1: That the Council sets out its definition of what the 'Governing Body' referred to in the complaint handling code is in respect of the Council, to ensure clarity across the organisation.***

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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 07 March 2024 concerning the Housing Ombudsman Complaint Handling Code Self-Assessment. 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 sets out its definition of what the 'Governing Body' referred to in the complaint handling code is in respect of the Council, to ensure clarity across the organisation.	Yes	<p>Compliance with the Housing Ombudsman's Complaint Handling Code is now a legal requirement, and this requires that performance on complaint handling relating to the landlord function is reported to the organisation's Governing Body. For this purpose, the Council's Governing Body is Cabinet. This clarification will be helpful and has also been reaffirmed by the Housing Ombudsman as being in line with the Housing Ombudsman's expectations.</p> <p>On a similar vein, the Regulator of Social Housing also requires that the landlord performance against its Regulatory Standards is reported to the organisation's Governing Body (also now a legal requirement). The Council's Governing Body for this purpose is also Cabinet.</p>

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**To:** Cabinet  
**Date:** 17 April 2024  
**Report of:** Housing and Homelessness Panel  
**Title of Report:** Implementation of Selective Licensing

<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 Lizzy Diggins, Panel Chair
<b>Cabinet Member:</b>	Cllr Linda Smith, Cabinet Member for Housing
<b>Corporate Priority:</b>	Deliver More Affordable Housing
<b>Policy Framework:</b>	Housing, Homelessness & Rough Sleeping Strategy 2023-28
<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 07 March 2024 to consider a report on the Implementation of Selective Licensing. It was recommended that the Panel consider the report and agree any recommendations.
2. The Panel would like to thank Councillor Linda Smith (Cabinet Member for Housing) and Gail Siddal, Regulatory Services Manager for attending the meeting to present and answer questions.

### **Summary and recommendations**

3. Cllr L Smith, Cabinet Member for Housing introduced the report, which provided an update on the year one actions of the Selective Licensing scheme. She highlighted that Oxford's Selective Licensing scheme was one of the largest in

the country and Oxford City Council was the only authority where the whole city was covered by the scheme. Gail Siddall, Regulatory Services Manager provided an overview of the implementation processes and challenges across the first year of the scheme. The Selective Licensing scheme sought to help the Council address poor conditions in private rented housing stock within the city.

4. The Panel asked a range of questions, including questions relating to the estimates set out in the report; Rent Repayment Orders; plans for communications and engagement campaigns; inspection targets; Selective Licensing fees; evictions; and incentives to landlords to apply for a licence.
5. In particular, the Panel noted responses to questions that the initial Selective Licensing scheme plans included the rollout of a tenant communication and engagement campaign, however this work had not yet started. The Panel agreed that this campaign should be commenced as soon as possible to ensure tenants' awareness of the scheme and their rights. The Panel was also of the view that tenants unions should be actively engaged with as part of this work.

***Recommendation 1: That the Council rolls out a Selective Licensing scheme communications campaign aimed at tenants to raise awareness of the scheme and tenants' rights; and actively engages with tenants unions as part of the campaign.***

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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 07 March 2024 concerning the Implementation of Selective Licensing. 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 rolls out a Selective Licensing scheme communications campaign aimed at tenants to raise awareness of the scheme and tenants' rights; and actively engages with tenants unions as part of the campaign.	Yes	This will be undertaken as part of the overall communications plan for the Selective Licensing Scheme.

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**To:** Cabinet  
**Date:** 10 July 2024  
**Report of:** Executive Director (Communities and People)  
**Title of Report:** 2024/25 Capital Programmes (HRA) Delegations

<b>Summary and recommendations</b>	
<b>Purpose of report:</b>	To seek (i) approval for the Housing Revenue Account (HRA) Capital Programmes for 2024/25; (ii) authority to commence procurement procedures to deliver the programmes; and (iii) delegated authority for officers to enter into the necessary contracts
<b>Key decision:</b>	Yes
<b>Cabinet Member:</b>	Linda Smith, Cabinet Member for Housing and Communities
<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 Council's HRA capital programmes for 2024/25 as set out in this report with the total value of £12,500,000 (twelve million and five hundred thousand pounds);
2.	<b>Approve</b> the commencement of the appropriate procurement processes to undertake the works and provide the services necessary to deliver the capital programmes approved under recommendation 1; and
3.	<b>Delegate authority</b> to the Head of Housing, in consultation with the Head of Financial Services; the Head of Law and Governance; and the Cabinet Member for Housing and Communities, to enter into all contracts required in order to deliver the HRA Capital Programmes subject to the proper procurement process being followed, with all spend falling within the budget of £12.5m.

<b>Appendices</b>	
Appendix 1	Capital programmes (External; Internal and Communal)
Appendix 2	<a href="#"><u>National Housing Federation - Decent Homes Standard</u></a>
Appendix 3	<a href="#"><u>Housing Health &amp; Safety Rating System</u></a>

## **Introduction & Background**

1. Following the approval of the 2024 – 2025 budgets for Property Services by Council, officers are required to seek approval for the delegated authority to spend and award the capital programme budgets. The £12.5m this report anticipates being spent falls within the Property Services budget approved by the Council.
2. After a review of the capital delivery programmes and subsequent advice received, the Council is moving to combining workstreams across the housing stock into three key programmes: Internal, External, and Communal. This is a strategy which is the standard practice across the UK by local authorities and housing providers.
3. The benefits in rolling out programmes in this manner is that it becomes more cost effective to undertake works on a programme basis to realise the economies of scale, as well as being less inconvenient for tenants as it does not require them to be at home on multiple different occasions.
4. These programmes of investment enable the Council to be compliant with the Decent Homes Standard and the Housing Health & Safety Rating System (Appendices 2 & 3) which are the required for housing standards.
5. The three capital programmes planned for 2024/2025 are made up of the following:
  - Internal: Kitchens; Bathrooms; Electrical test/works and minor repairs.
  - External: Roof; Chimneys; Soffits; Painting; Doors; Windows; Brickwork repair; Rainwater goods renewal; Garden fencing; Steps and railings.
  - Communal: Internal/External: Painting & decorating; Flooring; Stairs (nosing and handrails).
6. The Council, through its contractors, has carried out stock condition surveys and/or surveys on all properties included in this 2024/25 programme.

## Capital Budgets & Breakdown

Programme	Includes works Budgets	Envelope*	Number of properties included in 24/25 programme
External	Doors & Windows, Fencing, Roofing, External works	£4,500,000	297
Internal	Kitchens, Bathrooms, Damp works, Electrical, Minor repairs, heating systems	£3,500,000	623
Communal	Communal areas, Great Estates, Flooring, Internal external communal areas, Pre-painting & joinery works	£4,500,000	220

\* The envelope includes project costs relevant to the project (officer costs, planning, specialist contractors, party walls etc)

7. Property addresses may change during the programme due to events such as the property becoming void or there being no access to carry out the works.
8. Additionally, there will be occasions where more urgent cases arise during the year, which are not planned for and will be added into the programme. There is also a contingency included, as prices may increase from the original estimates, due to market fluctuations.

### Environmental Impact Assessment

9. The environmental considerations will lead to an Improvement in the EPC rating to the properties in the programme, which is in line with Decent Home Standards 2023 and contribute to achieving the Council's target of an average 95% EPC C rating by 2030.
10. To ensure compliance the Environmental Sustainability Team is being consulted.

### Financial implications

11. The capital budgets to which this report refers were approved as part of the 2024/25 MTFP budget report, presented to council on 21 February 2024.

12. Approval of this request will enable investment to take place in the Housing stock and ensure continual improvement to the condition and decency levels in homes.
13. Leaseholders will be charged through the Landlord & Tenant Section 20 process, for contribution, where applicable.

**Legal issues**

14. The Council’s constitution delegates decisions to approve projects of up to £500k to officers. These programmes are significantly above this threshold and therefore an express delegation of authority is required so that officers may approve them. The alternative would be to return to cabinet on a case-by-case basis for approval. This would not only increase the amount of work for the cabinet but potentially cause delays in delivery of the programmes.

**Level of risk**

15. The budget will be managed in line with forecast work and project requirements.
16. Commissioning and clienting of the programmes will be carried out by Property Services, within the Council. To ensure that works are correctly commissioned, fully completed and to the relevant standard (Decency, environmental etc).
17. The works will not be approved for payment until signed off by Property Services as complete and to an acceptable standard in conjunction with the decent homes standard.

**Equalities impact**

18. The budget leading to the proposed works and projects is aligned to the delivery of quality homes for all residents, furthermore, it contributes to the economic growth of Oxford.
19. There are no adverse impacts in undertaking this activity, with the potential to improve provision for persons in housing need. This will be realised through the provision of more affordable housing to better meet client needs.

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<b>Background Papers:</b> None
--------------------------------

## Appendix 1

### Internal draft Programme

(Subject to operational change)

Ward	Number of properties included in programme
Barton & Sandhills	66
Blackbird Leys	77
Carfax & Jericho	22
Churchill	48
Cowley	26
Cotteslowe & Sunnymead	33
Donnington	45
Headington	8
Headington Hill & Northway	16
Hinksey Park	47
Holywell	4
Littlemore	24
Lye Valley	22
Marston	19
Northfield Brook	10
NULL	6
Osney & St Thomas	16
Quarry & Risinghurst	29
Rose Hill & Iffley	52
St Clement's	19
St Mary's	9
Temple Cowley	7
Walton Manor	1
Wolvercote	17
<b>Grand Total</b>	<b>623</b>

Internal Components included
New Kitchen
New Bathroom
New Full Heating system
New Boiler only
New hot water system
Refurbish additional WC
Ancillary Works (repairs required at the time of works)

## External Draft Programme

(Subject to operational changes)

Ward	Number of properties included in programme
Barton & Sandhills	27
Blackbird Leys	23
Carfax & Jericho	12
Churchill	29
Cowley	8
Cotteslowe & Sunnymead	15
Donnington	19
Headington	9
Headington Hill & Northway	14
Hinksey Park	4
Kidlington	1
Littlemore	9
Lye Valley	11
Marston	25
Northfield Brook	14
Osney & St Thomas	6
Quarry & Risinghurst	5
Rose Hill & Iffley	28
St Clement's	9
St Mary's	1
Temple Cowley	1
Wolvercote	27
<b>Grand Total</b>	<b>297</b>

<b>External components</b>
Renew External Hardstanding
Chimney Finish
Entrance Canopy
Renew External Decoration
Replace External Store Doors
Replace Flat Front Entrance Door
Replace Front Entrance Doors
Renew Front Boundary
Replace Gate
Refurbish Outbuilding
Replace Rainwater Goods
Replace Rear Boundary
Replace Rear/Side Entrance Door
Replace Flat Roof Covering
Replace Pitched Roof Covering
Top up Roof Space Insulation
Replace Side Boundary
Replace Soffits & Fascias
Soil Vent Pipe
Renew Wall Cladding
Renew Wall Finish
Renew Wall Render
Replace Windows

**Communal Draft Programme**  
**(Subject to operational changes)**

<b>Ward</b>	<b>Number of blocks</b>
Barton & Sandhills	10
Blackbird Leys	36
Carfax & Jericho	9
Churchill	27
Cowley	11
Cotteslowe & Sunnymead	3
Donnington	6
Headington	1
Headington Hill & Northway	10
Hinksey Park	14
Littlemore	26
Lye Valley	15
Marston	2
Northfield Brook	14
Osney & St Thomas	7
Quarry & Risinghurst	8
Rose Hill & Iffley	10
St Clement's	6
St Mary's	1
Wolvercote	4
<b>Grand Total</b>	<b>220</b>



<b>Communal Programme elements</b>
Bin Doors
Block Communal Internal Decorations
Block External Decorations
Canopy
Communal Flooring
Communal Lighting
Communal Suspended Ceiling
External Handrails
External Hardstanding
External Lighting
External Store Doors
Front Boundary
Front Entrance Doors
Garage Roof Covering (Flat)
Garage Wall Structure & Finish
Gate
Internal Communal Doors
Outbuilding
Balcony
Rainwater goods
Rear Boundary
Rear/Side Entrance Door
Roof Covering - Flat
Roof Covering - Pitched
Service Cupboard Door
Soffits & Fascia's
Windows

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## Appendix 2



SAVE FOR LATER

### Decent Homes Standard

**The Decent Homes Standard, which sets minimum standards for the condition of social homes, has been under review for several years. Here, you'll find the latest information for housing associations as this develops.**

In the [Social Housing White Paper](#) published in November 2020 the government committed to review the Decent Homes Standard, and in their 2022 [Levelling Up White Paper](#) they went further, committing to halve the number of non-decent rented homes (both in the social and private sectors) by 2030. The government has confirmed it will be extending the Decent Homes Standard to cover the private rented sector for the first time, so the reviewed Decent Homes Standard will apply to both the social and private rented sectors.

There have already been multiple previous rounds of the review. In 2021, the government gathered feedback on whether the current standard is suitable for the social housing sector and where it may need to be updated to set modernised minimum quality standards. In 2022 it consulted on applying the Decent Homes Standard to the private rented sector.

You can see more details of the government's review of the Decent Homes Standard and other work they are doing to improve social housing quality on [GOV.UK](#).

#### Latest

The government relaunched its review of the Decent Homes Standard in June 2023. This review will consider a range of changes, including:

- An updated list of items which must be kept in a reasonable state of repair for a home to be considered 'decent'.
- An updated list of services and facilities that every property must have to better reflect modern expectations for a 'decent' home.
- Whether the current Decent Homes Standard sets the right standard on damp and mould to keep residents safe.
- Updates to how the condition of building components, such as roofs and walls, are measured - to make sure that buildings which are not fit for use cannot pass the standard.
- The introduction of a Minimum Energy Efficiency Standard for the social rented sector.

So far, the Department for Levelling Up, Housing and Communities (DLUHC) has shared initial proposals for review with a core sounding board of representatives from across the social and private rented sectors, local authority enforcement teams, and tenant representatives. The NHF sits on this sounding board and provided initial feedback on behalf of our members. The government will set out its next steps for the review of the Decent Homes Standard this winter/spring 2024. Once confirmed, full details of their proposals will be shared in a public consultation. We will engage with all our members before drafting our response to that consultation.

We welcome the government's commitment to review the Decent Homes Standard and will continue to work constructively with DLUHC to inform the development of this work, by sharing insight from our members. We agree it is important for the sector to have a clear, modern and meaningful standards that reflect what residents would expect a decent home to be. More broadly, it is important that social landlords have a clear understanding of the condition of all of their homes. We are working with the sector to develop a more consistent approach in this area through [Knowing our Homes](#), as part of our response to the [Better Social Housing Review](#).

We will continue to make the case to the government, through this process and our wider work, that the sector faces multiple competing pressures with budgets that are already stretched. To fund investment in existing homes at the same time as developing desperately needed new affordable homes, we need a [long-term plan](#) for housing.

#### Housing Health and Safety Rating System

As part of the Decent Homes Standard, the government will be introducing changes to the Housing Health and Safety Rating System (HHSRS), a tool used to assess hazards in residential premises. The government commissioned an external review of the HHSRS, which concluded in 2022. Following this, changes will be introduced to simplify the HHSRS. This will include:

- Amalgamating some hazards assessed and producing a simpler means of banding the results of HHSRS assessments.
- Publishing baselines to indicate whether a property contains serious hazards, to make assessments easier to understand.
- Publishing new statutory operating and enforcement guidance and a comprehensive set of new case studies

New regulations will be necessary to bring the revisions to the HHSRS into force. These will be introduced after the conclusion of the Decent Homes Standard review. You can see [further details of the HHSRS review on GOV.UK](#).

For more information about the NHF's work in this area, please feel free to get in touch.

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# Housing Health and Safety Rating System

Guidance for  
Landlords and  
Property Related  
Professionals

housing



# Housing Health and Safety Rating System

## Guidance for Landlords and Property Related Professionals

May 2006

On 5th May 2006 the responsibilities of the Office of the Deputy Prime Minister (ODPM) passed to the Department for Communities and Local Government.

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# Introduction to the Guidance

This document has been prepared in light of the Housing Act 2004 (the Act) for those owners and landlords who have a limited number of properties. The Act changes the way local authorities will assess housing conditions. They will now look at the condition of properties using a risk assessment approach called the Housing Health and Safety Rating System (HHSRS). This HHSRS does not set out minimum standards. It is concerned with avoiding or, at the very least, minimising potential *hazards*. This means that landlords should also review conditions regularly to try to see where and how their properties can be improved and made safer.

This guidance is aimed at non-specialists, in particular private landlords, because their properties are most likely to undergo an HHSRS inspection. In addition to their statutory duty to keep the housing conditions in their area under review, a local authority also has a duty to inspect a property if they consider it appropriate to do so. And an authority must also consider whether there is any action it might need to take under HHSRS in relation to HMOs which are subject to mandatory licensing – it must do this as soon as is reasonably practicable following a licence application, and in any event within five years.

Part 1 of the Act provides local authorities with new duties and powers to tackle poor housing conditions. The idea behind the Act is that local authorities will give priority to dealing with the greatest risks to health and safety in  *dwellings*.

When local authority officers inspect a dwelling they will look for any risk of *harm* to an actual or potential occupier of a dwelling, which results from any *deficiency* that can give rise to a hazard. They will judge the severity of the risk by thinking about the *likelihood* of an occurrence that could cause harm over the next twelve months, and the range of harms that could result. The local authority officer will make these judgements by reference to those who, mostly based on age, would be most vulnerable to the hazard, even if people in these age groups may not actually be living in the property at the time. This means even a vacant dwelling can be assessed and that if the dwelling is rated as safe for those considered to be most vulnerable it will be safe for anyone. The HHSRS score is calculated following an inspection. The score does not dictate what action will be taken by the local authority to remedy the hazard. The government has issued statutory Enforcement Guidance to local authorities on the actions that they can take and the factors they should consider to decide which action is the most appropriate (a brief explanation at page 14 of this guidance).

Officers will use the formal scoring system within HHSRS to demonstrate the seriousness of hazards that can cause harm in dwellings. The scoring system for hazards is prescribed by the Housing Health and Safety Rating System (England) Regulations 2005 (SI 2005 No 3208) and is also set out in the statutory HHSRS Operating Guidance for local authorities. The Regulations can be obtained from the Stationery Office, while the Operating Guidance is available from the publications sales centre in Wetherby. If there are risks to the health or safety of occupants that the officer thinks should be dealt with, owners and landlords will have to put

matters right. If the officer finds a serious hazard (i.e. one in the higher scoring bands A – C, called a Category 1 hazard in the Act) the local authority will be under a duty to take one of the courses of action outlined in the section on enforcement in this Guidance. Category 2 hazards (i.e. those in scoring bands D - J) will be ones that the officer judges are not as serious. For these less severe hazards local authorities will still be able to take action if they think it necessary.

It is believed that responsible landlords will need, and want, to be able to identify those factors that may increase the likelihood of an occurrence and affect the spread of harm. This guidance is to help them to understand **what** local authority officers are inspecting for and **how** they assess the dwellings. This should help landlords to identify those areas where they need to do necessary work before the local authority carries out an inspection and requires remedial works. Definitions of some of the terms used in this guidance are given in Appendix 1.

# The landlord's responsibilities

The landlord has to look after:

- a) The exterior of the dwelling and structural *elements* of the dwelling, and
- b) The inside facilities which are part of the dwelling.

## INSTALLATIONS INSIDE THE DWELLING THAT ARE LOOKED AT

- **Water, Gas and Electricity.** These items must have whatever is needed for their proper use. All equipment necessary to supply these utilities must be fully, safely and correctly installed. Any removable equipment or appliances which use gas or electricity are **not** counted as “installations” unless these are provided by the landlord.
- **Personal Hygiene** covers installations such as proper wash hand basins, showers and/or baths.
- **Sanitation and drainage** covers lavatories, WC basins, drains, waste pipes, rainwater goods, inlet gullies and inspection chambers.
- **Food safety** covers sinks, draining boards, work tops, cooking facilities (or cooker points and space for cooking facilities), cupboards and/or shelves for storing cooking and eating utensils and equipment. It also includes food storage facilities (which these days are usually just electricity sockets and refrigerator space).
- **Ventilation** covers elements such as airbricks, trickle vents, opening lights to windows and mechanical and non-mechanical ventilation equipment.
- **Space and water heating** installations covers any kind of fitted space heating appliance(s) or central heating system. Moveable heaters provided by the occupier are not included. Installations for heating water cover any kind of fitted water system for providing the instant or stored heated water. Kettles and other appliances of that kind are **not** included.

# Identifying hazards

Hazards arise from faults or deficiencies in the dwelling which could cause harm.

An understanding of two things is needed when it comes to recognising and testing for hazards.

- The basic physical and mental needs for human life and comfort, and
- How the dwelling as a whole, and each individual element in the dwelling has an effect.

In short, a dwelling should be able to supply the basic needs for the everyday life of the range of households who could normally be expected to live in a dwelling of that size and type.

The dwelling should not contain any deficiency that might give rise to a hazard which interferes with, or puts at risk, the health or safety, or even the lives, of the occupants.

So, to test whether a deficiency is connected to one or more hazards what is needed are:

- a) An understanding of the functions and workings of each element of the unit, and
- b) The ability to assess or test whether the deficiency will cause a hazard.

# Causes of hazards

The first step in checking the state of a dwelling is an inspection to identify deficiencies that could cause problems for the dwelling as a whole.

It might be that the deficiency arises because of the way the dwelling was designed or built in the first place, or because of wear and tear, or because of a lack of care and repair over a period of time. As far as HHSRS is concerned, a deficiency becomes important when it can be seen that its effect is able to cause harm, i.e. when it results in a hazard. It is possible for **a single** deficiency to have an effect on, or contribute to, more than one hazard. For instance, a badly maintained ceiling could lead to the hazards of:

- **Excess cold** (because of increased heat loss),
- **Fire** (by allowing fire and smoke to spread to other parts of the dwelling),
- **Lead** (from old paint),
- **Domestic hygiene, pests and refuse** (by providing access and breeding places for pests, which are a source of infections), and
- **Noise** (because of an increased passage of sound between rooms).

So, a single deficiency can have a greater or lesser effect on a particular hazard.

Again, **several** deficiencies may be responsible for or contribute to the same hazard. For example:

- A badly maintained ceiling,
- A door that does not fit properly, and
- The absence of a smoke detector.

Each may contribute towards the single hazard of **fire**, helping smoke and flames to spread to other parts of the dwelling without being detected.

Alternatively, there may be similar kinds of deficiencies in different places in the dwelling which will have an effect on the same hazard. For instance, there might be dampness in the walls of several rooms within the dwelling. In this case the addition of those deficiencies of damp and mould growth will influence the assessment of the severity of the hazard, so the more widespread the damp and mould the greater the likelihood that harm could be caused.

Again there may be deficiencies to steps to the entrance path to the dwelling or to the main stairs inside the dwelling or to the rear steps. It is how far the combined effects of the deficiencies bring about the hazard of falls connected with stairs that will be assessed or tested.

Advice on what is to be looked at when assessing the possible contribution of a deficiency to a hazard can be found in the 'Causes and Preventive Measures' sections of the Hazard Profiles in the Appendices to this guidance (and can be found in more detail in Annex D to the HHSRS Operating Guidance).

Using the HHSRS means that even an unoccupied dwelling can be checked. It is the dwelling by itself which is checked, not the dwelling with the current occupants. So, the hazard score produced by the local authority officer stays with the dwelling even if there is a change of occupiers and stays until work has been done to minimise any hazards.

It is possible that, in some cases, the activities of occupiers of a dwelling may have an effect on the possibility of a hazardous *occurrence* or upon how bad it would be if it occurred. Because under the Act the local authority will be concerned with making an owner take action to remove or lessen the effect of a hazard, the HHSRS looks only at those areas which come under the responsibility of the owner (or landlord) even where the owner lives in the dwelling. It may be that landlords will want to make sure that tenancy agreements set out what is required of tenants so as not to prejudice their own health and safety.

The landlord (or owner) is not responsible for the state of fixtures or fittings belonging to the occupier unless they have been taken over by the landlord (or owner) and are not removable.



# What are hazard bands?

The full system used by local authority officers uses numbers to represent the likelihood of an occurrence as the result of a hazard and to represent the possible spread of harm. In this way a score is produced to reflect the inspecting officer's judgement as to the severity of a hazard, but these are more conveniently put into bands covering ranges of scores. The bands (and the scores) allow the severity of very different hazards to be compared, for instance damp and mould, with carbon monoxide.

The bands range from A (scores of 5,000 or more), which is the most dangerous and life threatening, down to J (scores of nine or less), the least. More detailed information about these can be found in the *HHSRS Operating Guidance*. The Act imposes a duty on local authorities to take appropriate action in relation to hazards falling in bands A – C (that is hazards with scores of 1,000 or over). Although not under a duty to do so, they are also able to act in relation to other hazards (those in bands D – J, scoring 999 or less).

# Testing for or assessing the hazards

When a dwelling is being assessed for conditions which could cause a hazard the local authority officer should take account of:

- The average likelihood for a particular hazard for that type and age of dwelling given in the main guidance,
- Any deficiencies (i.e. conditions or faults) which may increase the likelihood of an occurrence, and
- How serious the outcome of such an occurrence will be to the age group(s) most at risk.

Any decisions made by the local authority officer about the likelihood of a hazard occurring in a dwelling in the next twelve months will be based on the deficiencies identified. When the officer has made that decision, a number is used to represent a range of likelihoods.

The range of different injuries and health conditions which could arise from the occurrence of a hazard has been put into four HHSRS classes based on how serious they are. As well as thinking about the likelihood, the officer will think about how severe would be the result of an occurrence. The inspector will calculate the severity of the result of a hazard by deciding which out of the four classes of harm is the most likely outcome, then which is next most likely and so on.

The numbers used to represent the officer's decisions on the likelihood and the outcomes are used to get a score. (Exactly how this is done is prescribed in the Regulations, as well as being explained in the *HHSRS Operating Guidance*.)

The cost of any work that might be necessary is not taken into account in scoring a hazard, it is only the danger to health or safety that is considered. In fact sometimes a very serious hazard can be put right quite cheaply – for example a safety catch on a dangerous window can make it safe.

If it is found that it is very likely that there will be an occurrence within the next twelve months which could have serious results for the age group(s) most at risk (e.g. where the score is 1000 or over) then the local authority must take the most appropriate action in relation to the hazard. Often this might mean that they will require the landlord to undertake whatever work they consider to be necessary to remove, or minimise, the risk.

# HMOs – buildings which contain a number of flats or similar dwellings

The HHSRS is applied to any form of dwelling whether it is self-contained or not, in a large building or not. The local authority officer only has to examine the dwelling and the parts and areas, shared or not, which form part of that dwelling.

When rooms and areas are shared, the check or **assessment** has to look at any possible increase in the likelihood and/or outcomes which could happen as a result of the sharing. It must also take into account the number of other dwellings sharing rooms and areas. For instance, the chance of a risk of infection might be greater because of sharing, or a person living in the dwelling that is being rated may be under stress because of the sharing.

# Guidance on enforcement action

## INTRODUCTION

This part of the guidance offers a summary of the HHSRS enforcement guidance that has been given to local authorities. This is only meant to provide a straightforward introduction and explanation to the enforcement options. If more details are needed then see the full *HHSRS Enforcement Guidance*, or get advice from a competent expert.

An HHSRS assessment is the first step taken by local authorities if they believe a dwelling contains hazards. The assessment will inform the decision on the most appropriate action that an authority can take to remove or at least minimise any hazards.

The local authority will be guided by three main points when making an enforcement decision:

- a) The HHSRS hazard rating,
- b) Whether the local authority has a duty or power under the Act to take action depending upon how serious the hazard risk is, and
- c) The best way of dealing with the hazard having regard to the enforcement guidance.

The idea behind enforcement is to make the property safer for the range of potential occupants as well as for the current occupant. Whatever method of enforcement is chosen will be a means to this end. The local authority will need to take a view on whether hazards can or should be reduced, or removed entirely, how they might be removed or reduced, and if they cannot, what other action is necessary.

Local authorities are encouraged to comply with the Enforcement Concordat and give clear advice to the owner or manager on what is required of them and to provide an opportunity to discuss the circumstances of a case before formal action is taken.

Local authorities are under a duty to take action in the case of category 1 hazards. If necessary (or if the owner/manager requests) the local authority may carry out any necessary remedial work themselves and reclaim the costs. They also have powers to take action in the case of all category 2 hazards (i.e. those which carry lower risks).

Local authorities also have the power to make a reasonable charge as a means of recovering certain expenses incurred in taking enforcement action. There is no statutory limit but the charge needs to be reasonable.

## HOW DOES THE LOCAL AUTHORITY IDENTIFY THE NEED FOR ACTION TO DEAL WITH HAZARDS?

This can be done:

- As a result of an overall assessment of the area (including a Neighbourhood Renewal Assessment, see the revised NRA manual on this, available from the Publications Sales Centre);
- As a result of a request by an individual, such as a tenant or the owner of an adjoining property;
- As the result of a complaint by another agency such as the Citizens Advice Bureau (CAB); and
- A result of a request for assistance by the owner or tenant to deal with various aspects of home repair, adaptation, or improvement.

A local authority has a specific duty to consider whether there are category 1 hazards in HMOs which are subject to mandatory licensing (those with three or more floors and five or more tenants). They should carry out this assessment as soon as is practicable after a licence application has been received and no later than five years.

The local authority can consider financial or practical or other non-enforcement procedures to help owners to deal with hazards. The approach to be taken by a local authority should be set out in their private sector housing policy that has to be published with summaries freely available.

Local authorities and landlords are encouraged to work together to maintain property in good repair, and enforcement is seen as a last resort.

Sometimes a programme of works is the best approach and the local authority has the power to make a judgment about priorities, i.e. dealing with the most serious problems first, and with less serious ones over a longer time frame.

## ENFORCEMENT OPTIONS OPEN TO THE LOCAL AUTHORITY

First, the local authority will weigh up the risk from any hazard(s) in the dwelling that might affect the potential occupant most at risk. The authority will also consider matters such as the most practical solution, and the age of the property. In deciding the most appropriate enforcement method (but not for deciding whether a hazard exists), the authority will also consider matters such as cost of the works necessary to deal with the hazards. It will then take the most suitable form of action, which will be one of the following:

## 1. Serve an improvement notice

This is a possible course of action for dealing with category 1 or 2 hazards and must at the very least remove any category 1 hazard(s). It will not require work to start sooner than 28 days from when the notice is served. It may, if necessary, be suspended until an agreed date or event. For example it could be suspended until the current occupant moves out of the property. It can cover more than one hazard, and perhaps require different completion times. Once the necessary work has been done to their satisfaction, the authority must revoke the notice. Failure to carry out the required works in the Improvement Notice within the specified time frame is a criminal offence.

## 2. Make a prohibition order

This is a possible course of action which can be taken to deal with a category 1 or 2 hazard. It might prohibit the use of **part** or **all** of the premises for various specified reasons. This might be appropriate:

- Where the conditions are a serious threat to health and/or safety but practical repairs are not possible because of cost or other reasons;
- To limit the maximum number of people who occupy the dwelling because of defects or where the facilities, e.g. washing, sanitary etc., are unsatisfactory for the number of people who live there; and
- To prohibit the use of a dwelling to a particular vulnerable group (until such time as improvements have been made).

As with improvement notices, prohibition orders can also be suspended and made to come into operation after a specified event (such as when an occupant moves in or out of the property).

Someone who allows premises to be used against the terms of the order commits an offence.

The local authority will take a number of factors into account before serving a prohibition order, including:

- Listed or protected buildings,
- Neighbouring buildings,
- Potential alternative uses of the premises,
- Existence of a conservation or renewal area,
- The effect of complete prohibition on the well being of the local community and the appearance of the locality, and
- How easy it is to re-house displaced occupants.

### 3. Emergency action

Where there is a category 1 hazard and the local authority is satisfied that the hazard involves an imminent risk of serious harm to the health or safety of occupiers, the local authority can use emergency measures to get work done or prohibit the use of the dwelling (or a part) and so protect those occupiers. Using its powers the authority can carry out immediate remedial action, and though it is possible to appeal, in practice, any appeal is likely to be heard after the action has been taken. The authority can also serve an emergency prohibition order, which has immediate effect.

### 4. Serve a hazard awareness notice

This option is in the nature of advisory action where the authority wants to draw attention to the need for improvements. It could be a possible, though unusual, response to a category 1 hazard.

The notice must give details of the hazard concerned and what is needed to deal with it.

### 5. Demolition orders

Requiring the demolition of the property is another of the possible responses to category 1 hazards. In deciding whether to take this action, the authority looks at:

- How easy it is to re-house displaced occupants;
- The demand for and possible long-term use of the dwelling if the problem was put right;
- The possible use of the cleared site;
- The local environment;
- The suitability of the area for continued residential occupation;
- The effect of a cleared site on the appearance and character of the neighbourhood; and
- The Neighbourhood Renewal Assessment guidance.

### 6. Clearance

The local authority may look at the range of Category 1 hazards in a residential area and how far such buildings are dangerous or harmful to the health or safety of the people who live there.

In deciding whether an area is to be cleared the authority will take into account:

- The likely long-term demand for housing in the area;

- The number of houses where serious hazards cannot be put right;
- Building density and street patterns;
- The overall demand for, and availability of, housing in the wider neighbourhood;
- The number of hazard-free premises, residential and non-residential, in the same area;
- Whether it would be necessary to acquire land surrounding or adjoining the proposed clearance area, and whether this added land could be had by agreement with the owners;
- The presence of any listed buildings;
- The results of legal consultations;
- The effects of clearance on commercial premises; and
- The suitability of the after-use(s) of the site taking into account the wider neighbourhood, the degree of support by the local residents and the potential for private investment in the area.

### **WHAT ABOUT HMOS?**

The same enforcement actions will apply to these as to other forms of housing but see the *HHSRS Operating Guidance* for more details.



# APPENDIX I

## List of words used in the document and their meanings

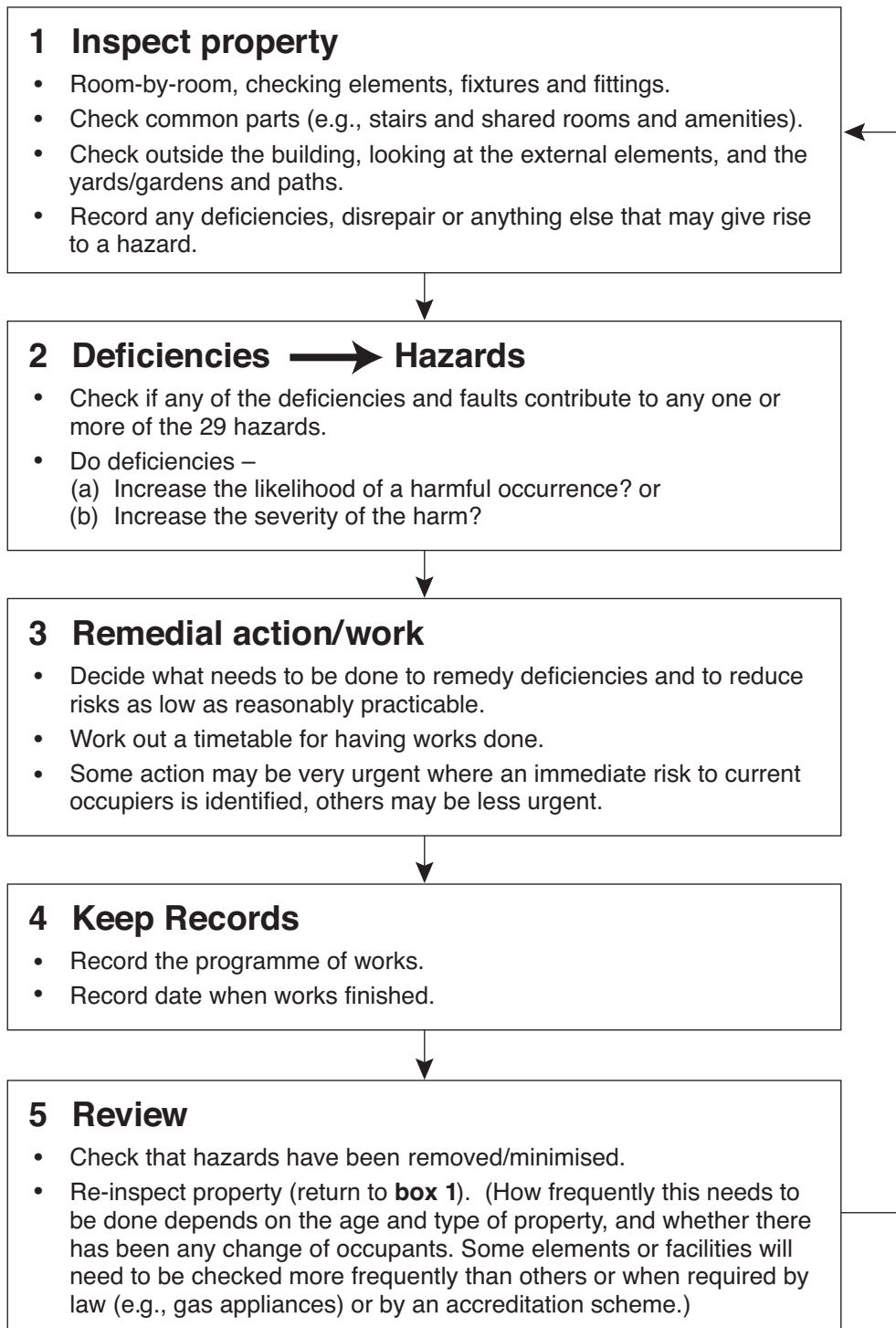
**Note:** The meanings given here are to help understand this guidance.

- *Dwelling* – any place which is used or meant to be used for living purposes.
- *Element* – any basic part or equipment of a dwelling such as a wall, window, staircase, bath, lighting or heating.
- *Deficiency* – a failing of some kind – when an element does not come up to an acceptable standard for whatever reason or is not present.
- *Harm* – and *classes of harm*. This is a physical or mental effect, like an illness, condition, symptom or injury to a person's health. It also includes temporary illnesses and injuries. In HHSRS, harms are grouped into four *classes* depending on how bad they are.
- *Hazard* – the danger that can happen as the result of a deficiency in the place and which could cause harm. (There are 29 categories of hazard in the HHSRS.)
- *Hazard score* – a number given to an **overall** risk from a hazard.
- *Hazard rating* – the band into which the hazard score falls.
- *Likelihood* – how likely it is that something will occur to cause harm, especially to certain groups, **within twelve months** after the survey.
- *Occurrence* – this is the occasion or length of time when a person is exposed to the hazard.
- *Risk* – the link between the likelihood of an occurrence and the **ranges** of harms occurring during the following twelve-month period.
- *Spread of Harms* – the range of possible *health* effects (i.e. classes of harm) which could occur. (These can be seen in greater detail in the *HHSRS Operating Guidance*).
- *Vulnerable Group* – a particular group of people based upon age who could live in the dwelling for whom the risk of a hazard is greater than for most people. For the HHSRS it does not include those registered disabled.

# APPENDIX II

## Assessment Process

This is a suggested process that a landlord could adopt to minimise the chances of any unacceptable hazards.



# APPENDIX III

## Profiles of potential health and safety hazards in dwellings

### INTRODUCTION

The hazards are arranged in four main groups depending on the kind of threat to health. These groups are divided still further depending on the nature of the hazards themselves. Outline profiles for some of the more common or serious hazards are given here, together with a note on the other less common or serious hazards. (Greater detail and explanation for all hazards can be found in Annex D of the *HHSRS Operating Guidance*).

The profiles also summarise what can be done to help in the assessment of *hazards*.

For the more serious or common hazards, each profile gives:

- What the *hazard* covers – the potential for harm from the *hazard* that can affect health and includes examples of typical injuries and illnesses which may result from it;
- What *deficiencies* might cause a *hazard*;
- What can help to avoid or minimise the *hazard*;
- The relevant matters affecting likelihood and harm outcome, i.e., those features of a dwelling which may increase the likelihood and the seriousness of the outcome of a *hazard*. In many cases the same dwelling features can affect both the likelihood of an occurrence and the severity of the outcome; and
- *Hazard* assessment – i.e., advice on how to assess the seriousness of the *hazard*.

# A Physiological requirements

## Hygrothermal conditions

### 1 DAMP AND MOULD GROWTH

Includes threats to physical and mental health from:

- House dust mites
- Mould or fungal growth

Both are caused by dampness and/or high humidity.

#### Possible health effects

- *Breathing difficulties* caused by house dust mite and mould;
- *Depression and anxiety* because of the conditions;
- *Asthma, rhinitis, etc.; and*
- *Fungal infection* which could affect people taking treatment for cancer.

#### Causes of dust mite and mould and fungal growth

Both are related directly to dampness which is caused by:

- Reduced ventilation levels;
- Increased humidity, especially beyond 70 per cent; and
- Warmer indoor temperatures in winter because of dwelling design in renovated houses.

**Preventive** measures that could have a significant effect on **likelihood** and **harm outcomes** relating to **moisture production** and **ventilation**:

- Damp proof courses, membranes and detailing around doors and window openings;
- External fabric kept in good repair to avoid rain penetration;
- Frost protection for pipes and tanks;
- Properly installed baths, sinks etc., with

- Properly installed drainage;
- Properly installed and maintained rainwater goods;
- Properly ventilated roof and under floor spaces to ensure timber remains air dry;
- Adequate extraction of moisture laden air during peak times, like cooking and bathing and laundry;
- Continuous low-level background ventilation where necessary;
- Sufficient means of ventilation to cope with moisture from normal domestic activities without the need to open windows that could lead to heat loss, noise and security risks; and
- Appropriate ventilation for dwellings of high occupant density.

### **Indoor temperatures**

If most of the conditions above are met then raising indoor temperatures, taking into account energy efficiency and cost of heating, can significantly reduce dust mite problems. So an efficient heating system appropriate for the fabric (thermal properties) of the building is important.

### **Hazard assessment**

There are many variables, such as design, condition and repair of the dwelling, as well as location and prevailing weather, room sizes and so on, that can make assessment difficult.

### **What about flats and HMOs?**

Preventive measures are particularly important here because of the likelihood of occupants having to be more confined to one or two areas; thus making them more vulnerable to any dampness etc., that might be present.

## **2 EXCESS COLD**

This covers the threats to health when temperatures fall below the minimum satisfactory levels for relatively long periods.

### **Health effects.**

A healthy indoor temperature is around 21°C. There is small risk of health effects below 19°C. Below 16°C, there are serious health risks for the elderly, including greatly increased risks of respiratory and cardiovascular conditions. Below 10°C a great risk of hypothermia, especially for the elderly.

Cardiovascular conditions (e.g. heart attacks and stroke) account for 50 per cent excess winter deaths. Respiratory diseases (e.g. 'flu, pneumonia, bronchitis) account for another third.

Excess cold can also cause an increase in blood pressure/reduce resistance to infection because of the effect of cold air on bronchial lining and immune system/worsen symptoms of rheumatoid arthritis.

### **Causes**

- Main causes appear to be changes in outdoor temperature among other factors;
- Sleeping in cold bedrooms greatly increases health risk;
- Dwellings with low energy efficiency ratings (poor insulation);
- Greatest risk is in properties built before 1850, lowest in more energy efficient dwellings built after 1980;
- Absence of central heating/poor inefficient heating systems; and
- Excessive damp which reduces thermal insulation.

### **Preventive measures** that can have an effect on **likelihood and harm outcomes:**

- Appropriate levels of thermal insulation to minimise heat loss. Level depends on location/exposure/relationship to other dwellings/buildings orientation;
- Appropriate heating system safely and properly installed and maintained and controllable by occupant;
- Appropriate/properly installed/maintained occupant controllable low-level background ventilation without too much heat loss/draughts;
- Means for rapid ventilation at times of high moisture production in kitchens/bathrooms through fans;
- Properly sited/sized permanent openings (e.g. air bricks/open-able windows); and
- Properly fitting butt-jointed floor boarding/doors/windows.

Note: there may have to be a 'trade-off' regarding windows because of security/external noise levels etc.

### **What about flats and HMOs?**

Centrally controlled space heating systems should operate in a way that makes sure occupants are not exposed to cold indoor temperatures. Occupants should be allowed to control temperature within their dwelling

### Hazard assessment

- Dwelling is assessed on the basis that it is fully occupied by the most vulnerable age group;
- Only the dwelling characteristics/energy efficiency/effectiveness of the heating system are considered as these are within the control of the owner; and
- Other factors such as dampness/disrepair to the structure/space/water heating systems.

## 3 EXCESS HEAT

This category includes threats from *excessively high indoor air temperatures*.

### Effects on health as temperatures rise

Include increase in thermal stress, increase in cardio vascular strain and trauma, and increase in strokes. Mortality increases in temperatures over 25°C. Although not common, problems can occur in the UK.

### Causes

- Ventilation conditions;
- Thermal capacity of the dwelling – smaller dwellings are more prone than larger;
- Large areas of south facing glazing; and
- Faulty or sub-standard heating controls.

**Helpful preventive** measures that could have an effect on **likelihood and harm outcomes**:

- Large areas of south facing glazing could have shuttering or blinds to control heat in summer months;
- Means of cooling during hot summer weather, either by natural ventilation or air conditioning; and
- Controllable heating systems.

**Hazard assessment** – should take account of:

- Provision for natural ventilation especially for night-time;
- Provision/condition of any mechanical ventilation/air conditioning system;

- Level and position of insulation;
- Extent and direction of glazing; and
- State of repair of heating system.

### **What about flats and other HMOs?**

It seems that many flats and bedsits can be affected as these are more likely to be dwellings which:

- Are badly insulated;
- Those located directly under an un-insulated roof;
- Have only a south facing direction; and
- Have heating systems not under the control of the occupier.



# Pollutants (non-microbial)

## 4 ASBESTOS AND MMF

Includes the **presence** of and **exposure** to asbestos fibres and Manufactured Mineral Fibres (MMF, which include rockwool and glass fibre blankets) in dwellings. (White, blue and brown forms of asbestos fibres are included, that is chrysotile and both forms of amphibole.)

### Health effects

These typically tend to occur a long time after first exposure. Inhalation of asbestos fibres can cause damage to the lungs and, at the more extreme, cancers. They can affect the pleura (the protective membrane surrounding the lungs) causing plaques and fibrosis – not in themselves harmful but may point to something more serious. These are included as Class IV Harms. They can also cause forms of fatal lung cancer, including mesothelioma. MMFs are skin, eye and respiratory irritants and may cause dermatitis. There is some uncertainty about whether they can cause lung cancer.

### Causes – Asbestos

- Part of a wide range of building products found in most traditionally built houses and flats. Generally in locations not likely to be disturbed so airborne fibre levels tend to be low;
- More of a problem in non-traditionally or ‘system built’ flats built between 1945 and 1980, because of sprayed coatings and partitioning as well as chrysotile materials in positions at risk from damage or disturbance. So, airborne fibre levels are higher; and
- Buildings most affected are high-rise council estates built in the 1950s and 60s.

### MMF

Mostly used in loft and cavity wall insulation.

Modern products release few, if any, fibres and are not bio-persistent so risk is minimal.

**Preventive measures** that could have a significant effect on **likelihood and harm outcomes** relating to:

Asbestos:

- Damaged or likely to be damaged or disturbed asbestos should be assessed for repair, sealing, enclosure or removal by licensed (HSE) contractors;

- Existing asbestos can be managed in situ (covered or protected and the condition monitored) if it is in good condition and unlikely to be damaged/worked on/disturbed;
- Keeping a record of asbestos location in the building; and
- Protecting it from damage by occupants.

MMF:

- Minimal possible exposure to fibres during maintenance/installation/removal.

### **Hazard assessment**

Asbestos:

Should take account of:

- Its location,
- Potential for damage,
- Extent of any *present damage* for possible fibre release, and
- Checking whether *chrysotile* or more lethal *amphibol*.

MMF:

- Visual examination for damage/disturbance.

## **5 BIOCIDES**

These are *chemicals* used to treat *timber* and/or *mould growth* in dwellings. (They are also used to kill pest infestations, such as *insects* and *rodents*, *however, these biocides are not considered for the purposes of the HHSRS.*)

### **Health effects**

Figures are based on people living in new/refurbished dwellings as these are more likely to be at risk. The potential for harm to human health depends on the particular biocide which is being assessed. People are usually affected *by inhaling* but *skin contact* and *swallowing* can also be factors. Obviously the greatest risk is to the operatives who apply the chemicals, but occupants of treated dwellings can be at risk also. Guidelines and references may be found in the *HHSRS Operational Guidance*.

## 6 CARBON MONOXIDE AND FUEL COMBUSTION PRODUCTS (NITROGEN DIOXIDE, SULPHUR DIOXIDE AND SMOKE)

These are all linked to the (partial) combustion of gas, oil, solid fuels for heating and cooking in dwellings

**Health effects** – can vary

### Carbon Dioxide

- Inability of blood to take up oxygen;
- Headaches, dizziness, nausea etc.;
- Some symptoms may be confused with ‘flu’ or depression;
- Increased chest pain in people with ischaemic heart disease;
- May impair foetal growth; and
- High concentrations can cause unconsciousness and death.

### Nitrogen dioxide

- Respiratory damage;
- Aggravated asthma; and
- Increased risks of bacterial and viral infection of the lung

### Sulphur dioxide

- Bronchitis and breathlessness as a result of open fires;
- Aggravated asthma.

### Causes

All these result from an incomplete or improper combustion of the fuel or blockages or other defects to the flue.

### Carbon monoxide in dwellings:

- Incomplete combustion of all fuels containing carbon, gas, oil and solid fuels.

### Nitrogen dioxide

- Produced by gas and oil burning appliances.

### Sulphur dioxide

- Has a distinct smell and produced mainly by oil and solid fuel burning appliances.

### Additional comments

- Open flued appliances can discharge combustion gases back into rooms which contain too powerful extractor fans;
- Flueless appliances including cookers;
- Appliances in disrepair;
- Inadequate ventilation;
- Ventilation in disrepair;
- Flues not properly serviced/cleaned/maintained;
- Flues in disrepair;
- Inappropriate flue outlet sites;
- Extractor fans in dwellings with open flued appliances; and
- Lack of/defects in carbon monoxide detectors.

**Preventive measures** affecting **likelihood** and **harm outcomes** relating to:

### Carbon dioxide, nitrogen dioxide, sulphur dioxide

- Proper installation and maintenance of gas/oil/solid fuel burning appliances;
- Adequate air supply for such appliances;
- Proper siting and connection with adequately sized flues;
- Adequate ventilation in rooms with such appliances;
- Regular maintenance of flues;
- Gas heating appliances to be fitted with flues for correctly balanced flow of air inside and out;
- Ventilated lobby between integral garage and living accommodation; and
- Properly sited and maintained carbon monoxide detectors.

**Hazard assessment** should be:

- Visual inspection of gas/oil/solid fuel appliances to check if the fuel is burning properly;
- Visual inspection of flues, particularly for smoke or soot stains around joints;
- Visual inspection of ventilation arrangements; and
- Further investigation and safety report from a qualified engineer if there are indications of above average risk.

## 7 LEAD

There are two main sources around dwellings – *paint* and *water pipes*. Other sources of lead might include *soil*, especially around older buildings with *flaking external paintwork* and areas around *industrial premises* using (or having previously used) lead. There may also be lead traces in soil close to busy roads because of the exhaust fumes from leaded petrol.

### Health effects

When lead is taken in it builds up in the body. It is known to have *toxic effects* on the nervous system and blood production. It is known to have a detrimental effect on mental/intellectual development causing mental retardation and behavioural problems in children.

Figures show that children are particularly vulnerable to this hazard because of the ease with which their physiology accepts lead.

## 8 RADIATION

The main source of *harmful radiation* in dwellings is from *radon gas*. Radon is colourless and odourless, and it is not possible to detect it, either in the air or the water, without testing and measurement. Radon can be dissolved in water, particularly in private water supplies, but it is airborne radon that poses a more significant threat.

### Health effects

Probably the second most important cause of lung cancer after smoking, by-products or radon decay enter the lungs and initiate cancer. Figures indicate that five per cent of lung cancers could be traced to residential radon exposure. There is a possibility also of malignancies (e.g. leukaemia/acute lymphatic leukaemia/skin cancer). Variations in radon gas exposure depend to a great extent on geographical location where some regions are more affected by radon occurring naturally than others.

## 9 UNCOMBUSTED FUEL GAS

This *hazard* includes the threat of *asphyxiation* resulting from the escape of fuel gas into the atmosphere of a dwelling.

It does *NOT* include hazards linked with poisoning associated with *incomplete combustion* of gas back into a dwelling, nor *explosions* resulting from un-combusted fuel gas.

### Health effects

*Asphyxiation* when the occupants are unable to breathe because of the build-up of unburnt fuel gas in the dwelling. The critical oxygen level is 14 per cent (normal levels being around 21 per cent).

## 10 VOLATILE ORGANIC COMPOUNDS (VOCs)

Are a range of organic *chemicals* that are *gaseous* at room temperature and found in a wide variety of materials in the home.

*Formaldehyde* is included in this hazard. People in newly built/refurbished dwellings are most likely to be exposed to VOCs.

### Hazard effects

*Some* may cause *short-term irritation* and *allergic reactions* to the eyes/nose/skin/respiratory tract.

Higher concentrations can result in *headaches/nausea/dizziness/drowsiness*. VOCs can aggravate asthma.

## B Psychological requirements

### Space, security, light and noise

#### 11 CROWDING AND SPACE

Includes all the hazards associated with *lack of space and crowding*. It takes into account the *psychological needs* for both *social interaction/privacy*. It also looks at the effects of crowding on space requirements for household activity.

It does *not* include any assessment of the provision of sanitary/kitchen facilities in relation to the dwelling. These are looked at elsewhere (see Personal Hygiene/Food Safety, Profiles 16 and 17)

##### Health effects

Crowding and lack of space has been linked to *psychological distress and various mental disorders*. It is also linked to *increased heart rate, increased perspiration, intolerance, inability to concentrate, hygiene risks, accidents and spread of contagious disease*.

#### 12 ENTRY BY INTRUDERS

This hazard is concerned with keeping a dwelling secure against unauthorised entry and maintaining its safety.

##### Health effects

These include mental harm/stress/anguish (emotional impact after burglary affects more than 75 per cent of victims). The worry and fear of being burgled tends to be caused by knowing people who have been burgled and by publicity about crimes (assessed as Class IV harm). Injuries where the victim is attacked by the burglar (aggravated burglary).

##### Causes

- Location – where local area has high levels of poverty and crime;
- Poor lighting around dwelling area;
- Doors and windows – poorly constructed/fitted/in disrepair/inadequate locks;
- Lack of viewers to external doors;
- Lack of/broken security chains to external doors;

- No caretaker/entry phone system to block of flats; and
- Lack of/defective burglar alarm systems

**Preventive measures** that can affect **likelihood** and **harm outcomes**:

- Design of estate/area around dwelling to reduce hiding places, as far as possible (e.g. fences etc.) for burglars and intruders;
- Well-lit and defined pedestrian routes;
- Dwelling made safe against unauthorised entry so as to delay and deter intruders and make the occupants feel safer;
- Window locks/dead locks;
- Security lights/indoor grilles; and
- Spy holes/chains on entrance doors.

### **Hazard assessment**

Links level of physical security features at dwelling to local overall crime rate. Fear of crime as well as risk of actual burglary should be taken into account.

Note: Balance has to be made between security risks from other hazards, e.g. locked doors and windows and means of escape in the case of fire.

### **What about flats and HMOs?**

Concierge, caretaker systems and entry-phone controls have been found to reduce crime/fear of crime.

Assessment should look at whole building security as well as that between individual residents of the same building.

## **13 LIGHTING**

Includes threats to *physical and mental health* associated with *inadequate natural/artificial light*.

It also includes the *psychological effect* linked with the *view through glazing* from the dwelling.

### **Health effects**

Figures suggest that 100,000+ people are affected by *Class IV harms* annually.



Distinct types of health conditions can be caused by inadequate light, e.g. *depression and psychological effects* because of lack of natural light/lack of window with a view/stress caused by intrusive artificial external lighting at night.

*Eyestrain* from glare and lack of adequate natural/artificial light. *Discomfort* caused by certain types of artificial light/*possible photo convulsive reactions*.

## 14 NOISE

This includes threats to physical and mental health from exposure to noise in the home caused by a lack of sufficient sound insulation. It does not cover unreasonable noisy behaviour of neighbours (domestic or commercial).

### Health effects

Figures show that a significant number of people have problems with noise from road traffic/neighbours/people outside. Men tend to react with outwardly directed *aggression/annoyance/aggravation/bitterness/anger* etc. Women tend to suppress their reactions saying they are *tense/fraught/anxious*. It appears that night-time traffic noise is more dangerous to health than day-time noise exposure.

Noise can affect both physical and mental health. Physical health effects include raised blood pressure and headaches. Mental health effects include *stress/sleep disturbance, lack of concentration/anxiety*. In extreme cases, victims can be driven to *suicide* and *assault* due to *aggravation*.

### Causes

- Noise tolerance may in part be determined by age/sex/working status/lifestyle/personality; and
- Noise levels can be measured, but people differ in what sources they find offensive.

### Tolerable

- Neighbours in daytime, some traffic noise or routine home deliveries.

### Intolerable

- Loud, continuous or apparently unnecessary noises which seem to go on indefinitely;
- Seemingly inconsiderate noises, especially at night;
- Emotive, frightening noises, shouting or violent rows;
- Night time traffic noise;

- Location of dwelling in particularly noisy environment;
- Inadequate internal insulation;
- Inadequate levels of external sound insulation;
- Disrepair of windows/internal/external doors allowing increased noise penetration;
- Inappropriate siting of plumbing/fittings/facilities;
- Noisy equipment or facilities; and
- Overly strong door closers resulting in banging.

**Preventive measures** that can affect **likelihood** and **harm outcomes**

- Double/secondary glazing and lobbies to external doors where there are high outside noise levels (e.g. traffic);
- Possible triple glazing near airports/sources of very high noise levels;
- Insulation of upper floor/ceiling/roof space where aircraft noise is likely;
- Plumbing from WCs/cisterns sited away from separating walls;
- Bathrooms/WCs in flats not sited above living rooms/bedrooms; and
- Better construction/conversions of partitions and party walls especially in flats/maisonettes.

**Hazard assessment** (with noise meters if possible)

- Overlap of domestic noise between one dwelling and another (e.g. toilet flushing/television/conversation etc.) will be assessed for poor sound insulation; and
- Traffic/other external noise also considered.

# C Protection against infection

## Hygiene, sanitation and water supply

### 15 DOMESTIC HYGIENE, PESTS AND REFUSE

This is concerned with protection against infection.

Includes hazards resulting from:

- Poor design/layout/construction of the dwelling so that it is difficult to be kept clean and hygienic;
- Access into and harbourage within the dwelling for pests; and
- Inadequate and unhygienic provision for storage and disposal of household waste.

Note: hazards connected with sanitation and drainage, domestic water, personal washing facilities and food safety are considered in other profiles.

#### Health effects

These can include *gastro-intestinal disease* (from spread of infection), *asthma* and other allergic reactions (from allergens), *stress* (because of difficulties in keeping the home clean and from accumulations of refuse) *food spoilage* from insect *infestation* (e.g. cockroaches), *infections* (spread by insects and rats and mice) and *nuisance*.

#### Causes

- Inadequately stored/accumulated refuse allowing access to insect/rodent/pests/birds/squirrels/foxes/cats/dogs;
- Service ducts and holes around pipes e.g. central heating harbour insects and provide access between dwellings in blocks;
- Access to open drains by rodents;
- Access for rodents by means of ill-fitting doors and windows;
- Uneven and/or cracked internal walls and/or ceilings allowing access for pests;
- Missing/damaged brickwork including airbricks to external walls and other disrepair to external walls and roof;
- HMOs are particularly vulnerable to certain kinds of insect pest.

**Preventive measures** that can affect **likelihood and harm outcomes**:

- Design/construction/subsequent maintenance of building should help it to be kept clean preventing build-up of dirt and dust;
- Personal washing/sanitation/food preparation/cooking/storage areas should be capable of being maintained in a hygienic condition;
- Reduction of the means of access by pests into buildings to a minimum;
- All internal surfaces easily cleaned/pest resistant material to be used where possible;
- Dwelling exterior free of cracks and unprotected holes, otherwise grilles/other methods to be used for protection;
- Service ducting/roof/floor spaces to be effectively sealed but with suitable access if treatment is needed;
- Drain openings, WC basins to be sealed with an effective water tight seal;
- Drainage inlets for waste and surface water to be sealed;
- Any points in walls penetrated by waste, drain or other pipes or cables to be effectively sealed;
- Holes through roof coverings, eaves and verges to be blocked to deny ingress to rats/mice/squirrels/birds. Necessary holes to be covered by grilles;
- Adequate and closed storage for refuse awaiting collection or disposal outside dwelling;
- Suitable storage for refuse within the dwelling;
- Storage to be accessible to occupants but not be a danger to children; and
- Refuse facilities should not cause hygiene problems.

**What about HMOs?**

- Should be a clearly defined area for refuse containers – in the open air/away from windows/ventilators, and in shade or shelter;
- Chutes may be used or waste storage containers with free ventilation;
- Communal chutes are recommended with HMOs of more than four-storeys. Should discharge into large containers within a store;
- Stores should be designed to reduce invasion by pests; and

- Should be designed so as not to let air from the store enter any living space.

### **Hazard assessment**

Considers the overall combined risk from possible infestations and problems connected with refuse disposal and domestic hygiene generally.

## **16 FOOD SAFETY**

Includes threats of infection resulting from inadequacies in provision and facilities for storage/preparation/cooking of food.

### **Health effects**

- *Food poisoning* ranging from *mild stomach* upset to *death* from infectious gastro intestinal disease;
- *Severe diarrhoea/vomiting/dehydration*;
- Fifty per cent of food poisoning cases annually arise in the home.

### **Causes**

- Cracks/chips/other damage to internal surfaces of sinks and worktops prevent thorough cleansing and permit pathogenic and food spoiling organisms;
- Damp affected surfaces may degrade and become crumbly/flaky and support growth of micro-organisms;
- Humid conditions can cause food to decay more quickly;
- In HMOs tends to be more confusion over responsibility for kitchen cleanliness; and
- In HMOs higher risk of infection where higher number of people share facilities.

### **Preventive measures** that can affect **likelihood and outcomes**

Generally kitchen facilities should be in a properly designed room or area to cater for safe and hygienic preparation and cooking of food.

### **Storage**

- Suitable storage for food to slow down deterioration and decomposition;
- Facilities should be of adequate size for the number of occupants for hygienic storage of fresh foods;

- Should be facility for food cupboard/larder and refrigerator and freezer with appropriate sockets;
- Such facilities should have smooth impervious surfaces for easy cleaning and maintaining in hygienic condition;
- Separate shelves for different foods; and
- Facilities should be cool and dry and protected from direct sunlight.

#### Preparation areas

- Should be adequate sized sink/dual sink free from cracks/chips/other damage plus drainer;
- Hot and cold water;
- Suitable drainage for waste water;
- Suitably sized work tops, securely fixed; smooth impervious surface, easily cleanable; and
- At least four appropriate power sockets associated with the worktop(s) as well as two for general use.

#### Cooking

- Facilities should be of adequate size for the household with appropriate connections for fuel (gas or electricity);
- Should be capable of being readily cleansed and maintained in hygienic condition.

#### Design, layout and state of repair

- Kitchen floor should be reasonably smooth and impervious for easy cleaning and maintaining in a hygienic condition;
- Corners and junctions should be sealed and covered to avoid uncleanable junctions;
- Wall surfaces should be smooth, or with impervious finish and easily cleaned, especially those adjacent to cookers/sinks/drainers and worktops;
- Joints between sink/drainer/worktop and adjacent wall should be sealed and water tight;
- Layout/relationship of facilities should ease the stages of preparation, cooking and serving;

- Adequate and appropriate lighting especially over the facilities; and
- Suitable ventilation of whole of kitchen area, especially the cooking area.

### **What about flats and HMOs?**

Much the same provisions as for single dwellings but shared facilities need adequately sized oven/hob/space.

Hazard assessment will focus on:

- Facilities available,
- Ratio of facilities to (potential) occupants,
- Ease with which safe food practice can be maintained by occupants,
- Whether people using kitchen are part of same household or not, and
- That shared facilities increase risks because of lack of communication/co-operation.

## **17 PERSONAL HYGIENE, SANITATION AND DRAINAGE**

Includes threats of infection/threats to mental health associated with the above, including personal washing and clothes washing facilities.

### **Health effects**

These include:

- *Gastro-intestinal illness*; more rarely *skin infections*. *Mild stomach upsets* through to *death* from diarrhoeal and gastro-intestinal disease;
- *Severe dysentery* (between 2,000 and 20,000 notified cases per annum);
- *Stress and depression* resulting from poor maintenance, particularly where occupant has little control over the situation; typically the situation in rented dwellings and where facilities are shared.

### **Causes**

#### **Personal hygiene/sanitation**

- Deficiencies within the facilities themselves increase the risks/excessive sharing of facilities such as too few sanitary closets for number of occupants;
- Cracks/chips/other damage to internal surfaces of facilities; and

- Possibly hands in contact with WC seat/basin.

### Drainage

- Discharge of untreated foul waste onto paths/gardens; and
- Waste water discharged onto paths/gardens.

### HMOs

- Increased risk of infection when sharing personal hygiene/sanitation facilities, especially where there is infectious illness in households;
- Higher risk of infection because of higher ratio of people to facilities;
- Possible leaking facilities may be unknown to the users but affect different dwellings in same building.

### **Preventive measures** that could affect **likelihood and harm outcomes**

#### Personal hygiene

- Sufficient numbers of properly connected/fitted baths/showers for (potential) occupants;
- Bathroom/shower room to have privacy/heating/lighting/ventilation;
- Sufficient number of suitably connected and sited wash hand basins for occupants;
- Suitably connected, easily cleaned sinks with proper waste drainage for each dwelling/household; and
- Appropriate facilities for washing machine/clothes drying/adjacent power sockets/vent outlets.

#### Sanitation

##### Provision of

- Properly installed/securely fixed/easily cleansed WC basin with hinged lid/seat of impervious material;
- Connected to a properly working flushing system;
- Connected to proper/adequate drainage system;
- Number of sanitary closets to be related to number of levels in dwelling and the number of persons (irrespective of age);



- Sanitary compartments separate from bathrooms;
- Compartments/bathrooms to be ventilated to external air; and
- Lockable doors from inside to compartments/bathrooms but openable in emergency.

#### Drainage

- Wastewater to be discharged into properly designed trapped drainage inlets/vertical drains connected to the main sewerage system;
- Properly designed soakaways for private treatment or storage system for foul sewage;
- Systems to be ventilated to prevent siphonage of traps and facilities connected to sewer; and
- Surface water to be discharged into properly designed trapped drainage inlets connected to main drainage system.

#### Hazard assessment

Considers the **overall combined risk** from personal hygiene, sanitation and drainage.

#### What about flats and HMOs?

As is the case with all hazards, assessment is made for each individual dwelling separately and takes account of relevant deficiencies with shared facilities.

## 18 WATER SUPPLY

This is limited to the supply after delivery to the dwelling and concerned with water for drinking/cooking/washing/cleaning/sanitation.

#### Health effects

Main problems in the UK result from contamination of water:

- *Gastro-intestinal illness* associated with drinking water – (campylobacter/cryptosporidium);
- *Respiratory infection* – typically caused by legionella and commonest result of infection is an *acute pneumonia* (Legionnaires Disease) with 10 – 15 per cent of cases proving fatal.

**Preventive measures** that can affect **likelihood** and **harm outcomes**:

- Water pipework and storage facilities provided and maintained according to requirements of BS 6700;
- Plumbing systems to meet requirements of Water Supply Regulations 1999;
- Stored private drinking water supplies regularly sampled and analysed;
- Tanks covered to prevent ingress of contamination (i.e. birds/insects etc.);
- Appropriate materials used for pipework/storage tanks/fittings; and
- Proper maintenance of water filters and softening systems.

**HAZARD ASSESSMENT**

- Visual examination of the installations and fittings within the dwelling for supply of water, then checking the water visually and for odours;
- Quality;
- In HMOs checks to be made on temperature of water in pipes/cold water cisterns, hot water vessels/tap discharge; water sampling as appropriate.

# D Protection against accidents

## Falls

### 19 FALLS ASSOCIATED WITH BATHS ETC

Includes any fall associated with bath/shower/similar facility, whether that fall is on the same level or from one level to another.

#### Health effects

Most common injuries that result from bath falls are *cuts/lacerations/swelling/bruising/fractures*.

Possible death weeks/months after the initial injury as a result of *cardio-respiratory illness*, including *heart attack/pneumonia*.

### 20 FALLING ON LEVEL SURFACES ETC

Includes falls on any level surface such as floors/yards/paths.

Also trip steps/thresholds/ramps where the change in level is **less** than 300mm.

#### Health effects

Physical injury such as *bruising/fractures/head/brain/spinal injuries*.

Extent of the injury depends on *distance of the fall/kind of surface fallen on* (e.g. stone/concrete/ceramic tiled floors/carpets etc.).

Following a fall, the health of an elderly person may deteriorate generally and death after an initial fall injury can be *cardio-respiratory*.

### 21 FALLING ON STAIRS ETC

Covers any fall associated with a change in level greater than 300mm and includes falls associated with:

- a) Internal stairs or ramps within the dwelling;
- b) External steps or ramps within the immediate area of the dwelling;
- c) Internal common stairs or ramps within the building containing the dwelling unit and giving access to the dwelling or shared facilities; and

- d) External steps or ramps within the immediate area of the building which contains the dwelling unit and giving access to that dwelling or shared facilities.

Does not include trip steps/thresholds/ramps where the change in level is less than 300mm. These are assessed under falls on the level.

### **Health effects**

Falls on stairs account for around 25 per cent of all home falls (fatal and non-fatal).

- Physical injury, e.g. *bruising/fractures/head/brain/spinal injuries/possible death*.

Nature of injury is dependent upon fall distance/age and fragility of the person/nature of surface struck. Ultimate/long-range consequences can be *cardio-respiratory/heart attack/stroke/pneumonia*.

### **Measures that will lessen the likelihood of hazardous occurrence and reduce harm outcomes**

- Tread dimensions to be between 280mm and 360mm;
- Rise dimensions to be between 100mm – 180mm;
- Pitch (angle of stairs) to be less than 42°;
- Stairs should be checked for above average steepness or shallowness;
- Consistency/uniformity in dimensions of rise and going within a flight (except for obvious change in direction of stair e.g. use of winders);
- Nosing should not project more than 18mm beyond any riser;
- Treads and nosings should provide appropriate friction (carpet etc., if possible);
- Provision of carpet/rug etc., at foot of stairs to help cushion possible impact;
- Openings in stairs or banisters should be less than 100mm;
- Avoidance of alternating treads, particularly those not conforming to current Building Regulations;
- Handrails/banisters must be provided either side of the staircase;
- Handrails to be sited between 900mm and 1000mm measured from the top of the handrail to the pitch line or floor/easy to grasp/extend the full length of the flight;
- Should be designed to prevent climbing;
- Stair width should be a minimum of 900mm-1000mm;

- Provision of adequate landing/floor space leading to the stairs (top and bottom) so user can check start/dimensions of stairs and steps;
- Adequate natural lighting to the top and foot of the flight;
- Adequate artificial light to the top and foot of the flight;
- Adequate and convenient means of controlling the artificial lighting;
- No glare from natural/artificial lighting;
- Avoid doors which open directly onto stairs or the head of the stairs causing obstruction or increasing the likelihood of a fall;
- Avoidance of projections and sharp edges on stairs and glass or radiators at the foot of the stairs;
- All elements of stairs should be kept in good repair; and
- Dwelling should be adequately heated and insulated to avoid impairment of movement and sensation.

### **Hazard assessment**

All:

- Internal/external stairs;
- Stairs for the exclusive use of the dwelling occupants;
- Common stairs/external steps/fire escape stairs/ramps; and
- Where there are several flights of stairs or steps, overall risk of a fall on all the stairs and steps is to be considered taking into account fall risks on each of the different flights.

## **22 FALLING BETWEEN LEVELS**

Includes falls between two levels within and outside a dwelling or building where the change in level is more than 300mm. Includes *falls from/out of* dwellings, e.g. windows/balconies/accessible roofs/over landing balustrades.

Also includes falls from any other change in level not served by stairs/steps (e.g. over the guard rails to galleried rooms/basement wells or to garden retaining walls).

Does *NOT* include falls from stairs/steps/ramps/chairs/tables/ladders.

### **Health effects**

Physical injuries include: *bruising/puncture injuries/fractures; head/brain/spinal injuries*. Extent of injury depends partly on distance fallen and nature of the surface fallen upon.

# Electric shocks, fires, burns and scalds

## 23 ELECTRICAL HAZARDS

Include hazards from shock and burns resulting from exposure to electricity but *not* risks associated with fire caused by deficiencies to the electrical installations, e.g. ignition caused by a short circuit.

### Health effects

Shock effects range from *mild tingling sensations* to *disruption of normal heartbeat/respiratory muscles, causing death*. Can also cause *burns*.

### Measures to lessen the likelihood of occurrence and reduce harm outcomes

- Electrical wiring installation meets the latest requirements of Institution of Electrical Engineers/British Standard (BS 7671) (Often available in local reference libraries);
- Adequate number of appropriately sited electrical socket outlets;
- Appropriately sited fuses and meters;
- Adequately earthed electrical system;
- Installation, i.e. supply/meters/fuses/wiring/sockets/light fittings/switches to be maintained in good repair;
- Electrical installations to avoid close proximity to water including areas of damp; and
- Lightning Protection System to be kept in good repair.

### Hazard assessment

- A visual inspection of the electrical system and fixed appliances to identify obvious hazards;
- Where there appear to be deficiencies that increase risk above average, then a full inspection and test report by a qualified electrician/electrical engineer may be necessary – in any event this may be desirable anyway at least every couple of years; and
- The condition of associated leads and plugs of portable appliances should also be taken into account in the assessment if they are provided as part of a rented dwelling.

## 24 FIRE

Includes threats from *accidental* (as opposed to arson) uncontrolled fire/associated smoke.

### Health effects

More than 400 people die each year as a result of accidental fires and more than 11,000 are injured. As well as *burns*, *deaths* can be caused by gas, smoke or possible carbon monoxide poisoning.

### Causes

Occupiers' reactions on discovering fire can possibly influence escape from fire, but factors in the cause of fire can include:

- Sources of ignition (cooking appliances/space heaters/electrical equipment);
- Solid fuel as main fuel leads to a higher likelihood of fire though with a lower fatality rate than from gas/electric space heaters;
- Electrical distribution equipment in poor condition; and
- Nature of harm influenced by presence/absence of automatic fire detection/alarm systems.

**Preventive measures** that could have an affect on **likelihood and harm outcomes**:

- Safe siting for cookers, away from flammable materials;
- Properly designed/installed/serviced/maintained space heating;
- Sufficient/appropriately sited electric socket outlets;
- Properly installed/maintained/regularly checked and tested distribution board and wiring;
- Residual Current Devices;
- Fire and smoke permeable resistant materials in design of the building where possible;
- Fire stops to cavities including ventilation and heating systems;
- Design and construction of the building to limit the spread of fire/smoke;
- Properly constructed/fitted internal doors with self closers where appropriate;



- Furniture to comply with current regulations (currently the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended) in furnished accommodation;
- Detectors/smoke alarms properly designed/sited/maintained/regularly tested;
- Appropriately sited extinguishers and fire blankets (especially kitchen); and
- Means of escape from all parts of dwelling/building, e.g. openable door window/protected staircase etc./depending on height of building.

### **What about HMOs?**

- More fires occur in flats than houses;
- Dwellings constructed after 1980 have a lower likelihood of fire;
- Dwellings constructed before 1920 have greatest likelihood of death/injury from fire;
- Risk increases with height/number of stores so:
- Adequate means of escape needed between each dwelling;
- Need for suitable interconnected fire detection/alarm system/emergency; and
- Emergency lighting and sprinkler systems etc.

### **Hazard assessment** – considers

- Likelihood of a fire starting;
- The chances of its detection and its speed of spreading; and
- Ease and means of escape.

*For HMOs – assessment takes account of*

- Type/size of the building;
- Number of different dwellings;
- Each individual unit;
- Degree of fire separation between each dwelling; and
- Effectiveness/presence of detection/alarm systems/primary fire fighting equipment such as sprinkler systems.

## 25 FLAMES, HOT SURFACES ETC

This is concerned with injuries from:

- i) *Burns* which are caused by contact with a hot flame or fire or hot objects or hot non-water based liquids;
- ii) *Scalds* which are caused by contact with water-based liquids and vapours.

It also includes *burns* and *scalds* from spills during cooking or preparing hot drinks. It does **not** include burns from an **uncontrolled** fire at the dwelling.

### HEALTH EFFECTS

Over 200 people a year die from burn and scald injuries. About half burn and scald injuries to young children happen in kitchens.

#### Causes

- Bare hot surfaces of 70°C or more;
- Unguarded open flames – space or water heaters;
- Tap water too hot – above 60°C;
- No heat control taps or heat controlled mixer taps and anti-scald fixtures wrongly set;
- Poor layout of kitchen space, especially where the cooker is in the wrong place; and
- Cooking area/kitchen not far enough from living or sleeping area.

#### Preventive measures that can affect likelihood of an occurrence

- Design and layout of the kitchen, including location of the cooker, the design and controls of heating appliances;
- Fires and heaters – there should be protection from any open flame to prevent clothing catching alight;
- Surfaces should be covered if the temperature is more than 70°C;
- Ideally, hot water should be no more than 60°C in kitchens, 41°C for hand basins and 46°C for baths.

### **What about flats and other multi-occupied buildings?**

Risk can be increased where the kitchen is shared and people are using it at the same time. If possible, there should be separate worktop space and separate cooking facilities for each dwelling.

Where cooking is done in a bedroom or living room there needs to be enough distance between the kitchen area and the sleeping or living area.

There should also be an adequate number of electric sockets in the kitchen area to cut down the risks of scalds.

#### **Conditions** that can affect the **severity of outcomes**:

- The temperature of the hot liquid or surface;
- The length of time the incident takes; and
- The length of time before first-aid is applied.

#### **Hazard assessment**

Consider

- Space and water heating arrangements at the dwelling;
- The temperature of the tap water; and
- Kitchen design and layout.

In a multi-occupied building where the kitchen is some distance from the dwelling there may be risks involved in carrying hot drinks and food between places.

## Collisions, cuts and strains

### 26 COLLISION AND ENTRAPMENT

Includes threats of *trapping body parts* (e.g. fingers/limbs) in architectural features (e.g. doors/windows).

Also includes *striking* (colliding with) features such as glazing/windows/doors/low ceilings/walls.

#### Health effects

Statistics show a high number of such incidents as collisions and entrapments but window injuries tend to be worse, particularly when accidents result from cutting or piercing by glass.

### 27 EXPLOSIONS

Includes threats from debris created by the blast/partial or total collapse of the building as a result of the explosion.

#### Health effects

Incidence figures are low but, of course, explosions can result in extreme harm. Typical injuries include *crushing/bruising/puncture injuries/fractures; and head/brain/spinal injuries*. Possible scalding if a hot water appliance is involved.

### 28 POSITION AND OPERABILITY OF AMENITIES ETC

Includes threats of *physical strain* associated with functional space and other features at the dwelling.

It also includes *physical strain* which may result from avoidance of other hazards (see *Collision and Entrapment* and *Falls* hazards).

#### Health effects

Inappropriate positioning of amenities/fittings/equipment and the layout of dwellings can have a significant effect causing *strain/sprain fall injuries*.

### 29 STRUCTURAL COLLAPSE AND FALLING ELEMENTS

Includes threats of *whole dwelling collapse* and/or an element or a part of the fabric being displaced or failing because of inadequate fixing/disrepair or adverse weather conditions.

*Structural failure* can be internal, threatening the occupants or within the immediate external area putting members of the public at risk.

### **Health effects**

Injuries caused by objects falling from the fabric of a building are extremely rare. Potential injuries range from *minor bruising to death*.

## APPENDIX IV

# Examples of how to assess hazards

The following pages give four examples of situations where hazards can be assessed. These are falling on stairs, fire, electrical hazards and hot surfaces. When you look at these, you should assume that if something about the dwelling is not mentioned then it has been considered to be satisfactory. You may wish to treat these examples as exercises to help you get into the idea of assessing hazards in dwellings that you let.

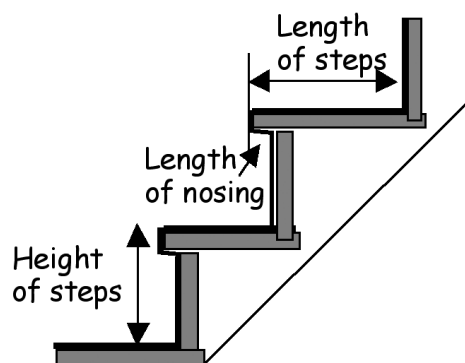
# Falling on stairs

**Vulnerable group** Persons aged 60 years or over

**Related hazards** None



Stairs showing broken step



Section through lowest straight steps



View of stairs from landing



Narrow frontage house  
**Dwelling:** pre-1920 mid-terraced

## DESCRIPTION OF HAZARDS

**Main stairs:** The stairs are located between the front and rear rooms in this poorly-heated, narrow-fronted, end-terraced house. The stairs are very steep and consist of four angled steps or winders at the bottom and then a straight flight of seven steps. On the straight flight, both the height of the steps and their length, front to back, vary, particularly on the lower steps in this section. The overhang or nosing on the third step from the top has broken off. There are also no handrails to either side of the stairs. There is no natural light to the stairwell, and the pendant lamp fitting on the landing is broken.

**LIST OF MATTERS WHICH MAY AFFECT THE:  
*Likelihood of a fall***

Q.1 Which apply and which increase the risk?		
a) Length of the steps	Y	N
b) Height of the steps	Y	N
c) Variation in length/height	Y	N
d) Length of overlap/nosing	Y	N
e) Poor grip on stairs	Y	N
f) Gaps in stairs	Y	N
g) Number or poor handrails	Y	N
h) Number or poor banisters	Y	N
i) Too narrow/wide stairs	Y	N
j) Staircase too long	Y	N
k) Poor lighting - natural and/or artificial	Y	N
l) Glare from lighting	Y	N
m) Doors opening directly on to stairs	Y	N
n) Inadequate landing	Y	N
o) Poorly built or broken stairs	Y	N
p) Dwelling poorly heated	Y	N
Severity of injury		
a) Length of staircase	Y	N
b) Fault at bottom or top	Y	N
c) Steepness	Y	N
d) Sharp edges	Y	N
e) Hard surfaces at foot of stairs	Y	N
f) Poorly built or broken stairs	Y	N
g) Dwelling poorly heated	Y	N



**HEALTH AND SAFETY RATING SYSTEM**  
***Likelihood of a fall on the stairs***

**PRE-1920 HOUSE**

Q.2 a) Do you think the conditions here make a fall likely?

YES NO

b) Why do you think this?

---

**INJURIES**

Q.3 a) If a person aged 60 or over fell on these stairs do you think the injuries could be fatal or severe?

YES NO

b) Why do you think this?

---

**IMPROVEMENT**

Q.4 a) Do you think something should be done about these stairs?

YES NO

b) Why do you think this?

Q.5 If Yes at Q4, what do you suggest should be done

# Fire (Risk)

**Vulnerable group** Persons aged 60 years or over

**Related hazards** None



Front elevation



Front and side elevation



Closer view of main windows



**Dwelling:** 1938, two-storey detached house

## DESCRIPTION OF HAZARDS

**Means of escape:** During the 1950s, the timber-framed casement windows to all elevations were replaced with aluminum-framed, double-glazed units with fixed lights and small top hung opening casements. The main form of heating is an open coal fire with back boiler serving radiators to the ground floor only; portable electric radiant fires and a flueless gas heater supplement this. There is an electric cooker. There are no smoke/heat detectors or alarms.

**LIST OF MATTERS WHICH MAY AFFECT THE:  
*Likelihood of a fire***

Q.1 Which apply and which increase the risk?		
a) Electric socket provision	Y	N
b) Defects/disrepair to sockets	Y	N
c) Defects/disrepair to switches	Y	N
d) Defects to electrical wiring	Y	N
e) Space heating - type	Y	N
f) Defects to heating/location	Y	N
g) Clothes drying facilities	Y	N
h) Fire resistant materials	Y	N
i) Smoke resistant materials	Y	N
j) No fire stops in openings	Y	N
k) Disrepair to building	Y	N
l) Badly fitting internal doors	Y	N
m) Non-fire doors	Y	N
n) Door self-closers	Y	N
o) Cooker position and location	Y	N
p) Lightning protection	Y	N
Severity of injury		
a) Smoke or heat detectors absent	Y	N
b) Detectors non-functioning	Y	N
c) Furniture can easily catch fire	Y	N
d) Fire - fighting equipment - adequate	Y	N
e) Safe and usable means of escape?	Y	N

**HEALTH AND SAFETY RATING SYSTEM**

**PRE-1920 HOUSE**

***Likelihood of a fire***

Q.2 a) Do you think the conditions here make a fire more likely?

YES NO

b) Why do you think this?

---

**INJURIES**

Q.3 a) If there was a fire do you think a person aged 60 or over would escape easily before being harmed?

YES NO

b) Why do you think this?

---

**IMPROVEMENT**

Q.4 a) Do you think something should be done about the fire risk?

YES NO

b) Why do you think this?

Q.5 If Yes at Q4, what do you suggest should be done

# Electrical Hazards

**Vulnerable group** Persons aged under 5 years

**Related hazards** Damp and mould growth



Airing cupboard with hot water tank above



Detail



Rear elevation



Switch to immersion heater

**Dwelling:** 1950s three-bedroom semi-detached

## DESCRIPTION OF HAZARDS

**Hot water system:** In winter, hot water is supplied by a gas-fired back boiler, but the early, foam-insulated hot water cylinder also has an electric immersion heater which is used in summer. The seal around the hole where the immersion heater enters the cylinder has perished resulting in a small but continuous leak. Water is not only running down the loose electric lead to the heater, but also onto the timber shelf holding the cylinder and down the side wall of the airing cupboard on which the switch to the immersion heater is located. The plaster skim and plasterboard above and behind the switch box is now thoroughly soaked. The householder has placed a bowl to catch any directly dripping water.

**LIST OF MATTERS WHICH MAY AFFECT THE:  
*Likelihood and injuries***

Q.1 Which apply and which increase the risks?

a) Fails to meet modern standards	Y	N
b) Not enough or poorly sited sockets	Y	N
c) Fuses in the wrong place	Y	N
d) Meters in the wrong place	Y	N
e) Not earthed or badly earthed	Y	N

**HEALTH AND SAFETY RATING SYSTEM**  
***Likelihood of an electrical accident***

**1946-1979 HOUSE**

Q.2 a) Do you think the conditions here make an accident more likely?

YES NO

b) Why do you think this?

---

**INJURIES**

Q.3 a) If a child has an accident in this house as a result of the deficiency shown over page would it be fatal or severe?

YES NO

b) Why do you think this?

---

**IMPROVEMENT**

Q.4 a) Do you think something should be done about the deficiency?

YES NO

b) Why do you think this?

Q.5 If Yes at Q4, what do you suggest should be done?

# Hot Surfaces

**Vulnerable group** Persons aged under 5 years

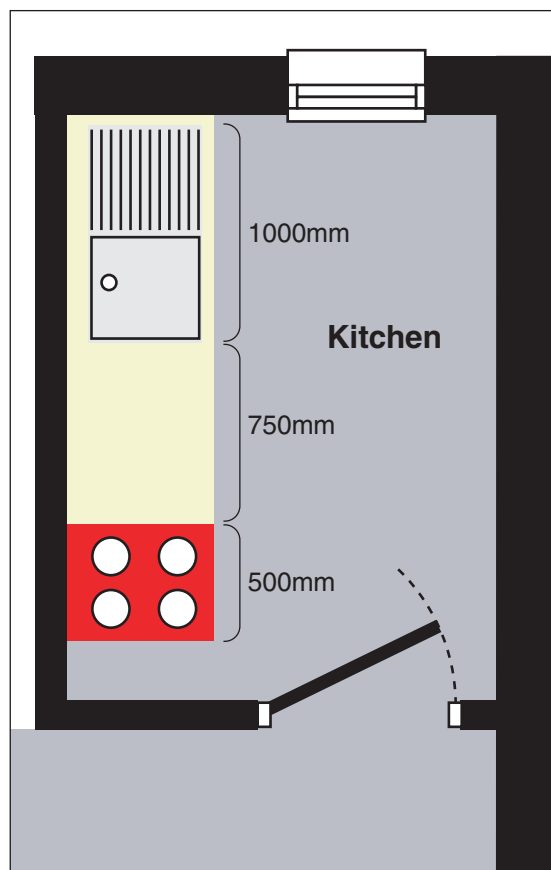
**Related hazards** Food safety



Cooker behind door



Front elevation



Floor layout

**Dwelling:** Pre-1920 semi-detached house

## DESCRIPTION OF HAZARDS

**Narrow kitchen:** The small kitchen is 2.5m long by 1.5m wide. Arranged at either end of one of the longer walls is a 1000 x 500mm, single drainer sink above a sink unit, with a drawer and cupboards below, and a 500 x 500mm freestanding gas cooker. A worktop, which is inadequate in terms of its area, construction and cleanability, is provided by a crude 750 x 500mm sheet of chipboard spanning between the sink and cooker. The kitchen door opens directly in front of the cooker. The kitchen has a slippery vinyl floor which is worn in places.



**LIST OF MATTERS WHICH MAY AFFECT THE:**  
***Likelihood of scald or burn accident***

Q.1 Which apply and which increase the risk?		
a) Unprotected hot surfaces	Y	N
b) Unguarded open flames	Y	N
c) Hot water temperature	Y	N
d) Thermostatic taps	Y	N
e) Cooker/worktop adjacent to thoroughfare	Y	N
f) Inadequate space	Y	N

**HEALTH AND SAFETY RATING SYSTEM**

**PRE-1920 HOUSE**

***Likelihood of a burn or scald***

Q.2 a) Do you think the conditions here make a burn or scald more likely?

YES NO

b) Why do you think this?

---

**INJURIES**

Q.3 a) If a child has an accident in this kitchen do you think the injuries could be fatal or severe?

YES NO

b) Why do you think this?

---

**IMPROVEMENT**

Q.4 a) Do you think something should be done about the deficiency?

YES NO

b) Why do you think this?

Q.5 If Yes at Q4, what do you suggest should be done?



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**To:** Cabinet  
**Date:** 10 July 2024  
**Report of:** Executive Director (Communities and People)  
**Title of Report:** Annual Review of the Housing, Homelessness & Rough Sleeping Strategy 2023-28

<b>Summary and recommendations</b>	
<b>Purpose of report:</b>	To provide an update on the progress made in Year 1 of the Housing, Homelessness and Rough Sleeping Strategy 2023-28 and to approve implementation of the Year 2 action plan.
<b>Key decision:</b>	Yes
<b>Cabinet Member:</b>	Councillor Linda Smith, Cabinet Member for Housing and Communities
<b>Corporate Priority:</b>	Deliver more, affordable housing
<b>Policy Framework:</b>	Housing, Homelessness & Rough Sleeping Strategy 2023-28
<b>Recommendations:</b> That Cabinet resolves to:	
1.	<b>Note</b> the progress made in Year 1 to implement the Housing, Homelessness, and Rough Sleeping Strategy and Action Plan and the emerging risks and challenges for delivery over next year and beyond;
2.	<b>Approve</b> the adoption of the new strategy Action Plan for 24-25; and
3.	<b>Delegate authority</b> to the Executive Director (Communities and People), in consultation with the Cabinet Member for Housing and Communities, to update the Action Plan when required.

<b>Appendices</b>	
Appendix 1	Housing, Homelessness and Rough Sleeping Strategy Action Plan 2024-25
Appendix 2	Equality Impact Assessment
Appendix 3	Risk Register

## **Introduction and background**

1. Following implementation of the Housing, Homelessness & Rough Sleeping Strategy 2023-28 last year, considerable progress has been made towards actions within the Year 1 action plan. As part of the governance arrangements for the Strategy, a full annual review of the Action Plan and progress report has been completed.
2. Since the implementation of the Strategy, the Council has faced significant new challenges in this policy area, and to ensure the action plan reflects these challenges, we have revised it to ensure it is still relevant in the current climate but continues to drive in the direction outlined in the Strategy.
3. This report provides a summary of progress made on the Strategy in year 1 and seeks approval to implement its new year 2 action plan.

## **Progress on the 5 strategy priorities**

### **Priority 1 – Providing more affordable homes**

4. The affordable housing supply programme is currently forecast to meet its four-year delivery target of 1,600 by 26/27 and is expected to exceed its target for social rented units, with 1,046 units projected to be delivered.
5. Agreements have been signed with three District Councils on the allocation of Social Housing for Oxford's Unmet Need, with the one remaining agreement drafted and awaiting final sign off. These Councils have agreed to set aside 7,150 affordable homes over the next 10 years to help meet Oxford's housing need. The first units of accommodation are becoming available through the Vale of White Horse and work is underway to advertise this to the people in the City, and in Housing Services to proactively support more vulnerable, homeless households to access the Vale list.
6. Good work on property acquisition programmes continues, utilising funding through Social Housing Accommodation Programme and Local Authority Housing Fund to purchase 5 units of accommodation for Housing First, 9 units to accommodate households from refugee & resettlement schemes and 2 units for temporary accommodation, the purchase of a further 12 units is due to be completed over the coming weeks. We have also utilised right to buy receipts to purchase 11 units which will now be available at social rent to households on our general housing register.
7. We continue to work with Aspire to explore utilising social investment funds to bring empty properties back into domestic use through Empty Dwelling Management Orders. Over 20 properties have been identified and visited, and through our negotiations with landlords two properties have been put on the market and two are potentials for a management order. We are currently progressing and agreeing financial, legal and procurement requirements to establish sign off requirements for use of EDMOs.

## **Priority 2 – Great homes for all**

8. We have seen significant change in regulations over the last 12 months in the Social Housing sector, with the implementation of the Social Housing (Regulation) Act and the new Consumer Standards. To prepare for these changes we participated in a pilot assessment with the Regulator of Social Housing. The feedback received from this assessment has been critical to shaping the transformation of landlord services and we are implementing significant changes to service delivery and governance to ensure full compliance with new standards.
9. Work to enhance tenant engagement and involvement is continuing with a new Tenant & Leaseholder Involvement Strategy to increase accountability and ensure tenants views influence decisions being made.
10. Our programme for delivering rolling annual stock condition surveys is progressing well with the first phase completed and the second phase underway. These along with our detailed, combined stock condition and energy retrofit assessments will be used to inform investment programmes for the next 5 years and beyond.
11. Work to ensure private rented properties are compliant with property licencing schemes continues, with enforcement of both HMO and selective licencing schemes now aligned and additional staffing in place to proactively inspect properties.

## **Priority 3 – Housing for a net zero housing future**

12. OX Place is continuing work to develop their net zero carbon by 2040 strategy, the report from Etude has been completed and will be used to inform the Strategy.
13. OX Place has made further progress in reducing carbon emission levels and improving energy efficiency in new homes. With 75% (291 of 386) of on-site homes meeting the fabric standard and 75% (291 of 386) will be electrically heated. Carbon emission levels of 63% (242 of 386) of on-site dwellings will be 40% lower than national standards (Building Regulations 2021).
14. Once finalised our asset management strategy will inform our planned maintenance programme, which includes our approach to Energy Performance Certificate (EPC) C and Net Zero Carbon across the Council's existing housing stock.
15. A social media and marketing campaign ran over winter to inform residents about the Home Upgrade Grant (HUG2) funding, with marketing materials disseminated to community centres to encourage take up from homeowners. In March letter were sent out to 500 potentially eligible residents to promote funding. We continue to work with partners and the County Council to identify barriers and facilitate uptake of these funding schemes.

#### **Priority 4 – Preventing Homelessness and creating a rapid rehousing response**

16. Over the past 12 months Housing Needs has embedded its new structure and delivered its aims of increasing resource focused on the prevention of homelessness and achieved significantly faster move on from temporary accommodation (TA). This new approach to homelessness has resulted in us working with an increased number of clients before they become homeless and delivering a drop in 12month+ stays in TA.
17. Exponential increases in temporary accommodation demand over the last 12 months have shifted priorities to manage this demand and reduce the use of expensive nightly charge accommodation, with focus being put on actions that increase the amount of TA stock we have access to in the short and medium term, in particular one-bedroom units. Work is underway on new schemes to maximise TA stock on a longer-term basis.
18. Development of a Private Sector Leasing project to increase our TA stock in the short term has been developed and procurement of units is well underway, engaging with landlords in the City to make available more, quality TA stock for homeless households. We have shifted hotel booking to cheaper block booking arrangements.
19. Focus on move on from TA has been a priority for housing supply. Our PRS procurement team has had a great year delivering approximately 120 units by year end, the highest number for years. Our social housing allocations team have also responded, with a significant reprioritisation of lets to increase TA move on, that is seeing us now bring under control numbers of families in hotels.
20. In response to the national increased homelessness demand, we received an uplift of £411k to our Homelessness Prevention Grant to be used on homelessness services. This additional funding allowed us to recruit to additional posts, including dedicated provisions to prevent homelessness from the private rented sector and manage TA demand.
21. We have developed and implemented an online general housing register form which will be quicker and more accessible to most applicants and will speed up processing times, support will be available for those individuals who are unable to apply online. Over the next 12 months, we will look to develop our online offer to include transfer applications and homeless applications as well as seeking to procure a new Housing Needs system to support future transformation of services, increasing productivity.
22. The Refugee and Resettlement Team in Housing has grown and established itself this year and have proved critical in our response to the Home Office hotel in Oxford. Home Office evictions from asylum seeker accommodation is now the biggest source of homelessness in the City, but a strong staff response and commissioned services have helped us mitigate some of the pressures .



23. Additional funding has been secured from the Ukraine Response Scheme (UKRS), enabling operational work to continue over 24/25. In 23/24 170 families across Oxfordshire in hosting arrangements have been rematched to alternative households across the County through a team hosted by the City Council. Within the City we have rematched 69 families and we currently only have one Ukrainian household made homeless having left a hosting arrangement in temporary accommodation.

### **Priority 5 – Ending Rough Sleeping**

24. We continue to play a leading role in progressing the Countywide Rough Sleeping Strategy and delivering the transformation of services to a more Housing-Led system. Progress has been made in the first two years, with the commissioning of the Alliance, the delivery of more Housing-led accommodation, and the general bedding in of Countywide working. We are now using our leadership role to push for more progress in wider transformation, through coordinating commissioners and supporting transformation in the Alliance. 24/25 will be a key year, with ambition to move faster on transformation, and the need to agree a new Rough Sleeping Initiative grant settlement with central government.
25. Good progress has been made against our commitment to provide 11 units of Housing First accommodation. Through a combination of acquisitions and releasing existing units from our and A2 Dominion's stock we have made available 30 units of accommodation for homeless individuals in the City. Over the next 12 months, we would like to continue the expansion of our Housing First offer, building on our previous success in reducing rough sleeping.

### **Emerging Risks and Challenges**

26. A number of significant risks and challenges have emerged in the housing and homelessness area over the past year that both pose significant barriers to the implementation of the strategy and will require us to adapt our priorities and approach.
27. A strategic review of the Housing Revenue Account's 30 year Business Plan is currently underway to provide clarity and review priorities within the context of a changing landscape linked to the Social Housing Act. Further work to progress our asset management strategy and 5-year capital investment programmes to drive efficiency and value for money whilst also ensuring compliance with the Social Housing Act (SHA) and Decent Homes standards is also underway.
28. Compliance with the Social Housing Act, and the new Consumer Standards is a key area of focus for all aspects of Landlord Services and significant transformation work is underway and due to deliver in 24-25 across this area.
29. Housing Services continues to see high and rising homelessness in the city, leading to a very high temporary accommodation placement rate and significant pressure on the Housing Needs service. The next year requires work to deliver

planned mitigations, preventing demand, and progressing the delivery of a number of schemes to add to our temporary accommodation stock.

30. The transformation of our approach to rough sleeping has a critical 12 months ahead. We will be seeking to accelerate the Alliance's transformation in line with the Countywide strategy, whilst also negotiating a 25/26 budget and seeking a new RSI settlement from central government. Uncertainty about central government funding, the general election and the need for significant transformation, all while providers continue to see the impact of high inflation on their costs, creates a very difficult set of circumstances to make progress in, and City Council Commissioners will be closely working with Co-commissioners and providers to navigate this.

### **Year 2 Strategy Action Plan**

31. As outlined above, we have made significant progress against our Year 1 action plan. A new year 2 action plan has been developed, updating the current action plan in light of progress, and to ensure the strategies actions and priorities adapt to the new challenges.
32. To create an effective action plan that can drive delivery, we have worked closely with colleagues across the Council, Oxford Direct Services and OX Place as well as key external partners to develop this Action Plan, and ensured that our actions are aligned with other Council strategies, business plans and work priorities. The Action plan contains 5 year objectives, alongside year 2 actions, to ensure gradual progress towards our stated goals.
33. The Action Plan will be reviewed regularly to monitor and report on our progress against our commitments in the Strategy. To ensure it can respond quickly to emerging priorities, we have requested approval to revise the plan throughout the year as required.

### **Strategy governance**

34. The strategy document outlines the governance arrangements that will be put in place to ensure progress against the strategy, outline accountability to those who need to deliver actions, and to support and inform the annual updating of the action plan over the 5 year period.
35. Routine monitoring of the strategy is done internally, with identified Officer Groups responsible for the delivery of the Strategy. As large parts of the strategy sit across other departments and teams in the Council, regular review meetings are held with relevant colleagues across the organisation to ensure connectivity.
36. Progress against actions will be updated on a quarterly basis with updates made to the Council's Cabinet Member for Housing and the Communities, and CMT.
37. A full review of the Action Plan and progress made will be completed on an annual basis. This will result in a monitoring and update report, and recommendations for revisions to the action plan, that will be presented annually to Cabinet for approval.

### **Next Steps**

38. Subject to approval by Cabinet, the Action Plan 24-25 will be implemented in July. Work on the monitoring framework for the action plan will begin immediately, with the governance and reporting structure resuming.

## Environmental Implications

39. There are considerable environmental implications resulting from the actions contained within the strategy, if not from adopting the strategy itself. The majority of actions contained within the strategy will either benefit or have no impact on the environment. This is because measures include considerable investment in energy efficiency improvements in our Council housing stock, higher standards for new builds being developed through our investment, and work in the Private Rented Sector to bring up standards. Any development brings benefits and costs to the environment, but the Council is clear in its Council Strategy that the delivery of more affordable housing is a priority to meet housing need, and therefore by developing to higher environment and energy efficiency standards this strategy is helping to lower environmental implications of future development. As significant schemes, projects and funding roll out in coming years that have significant impacts on the environment those that have to go to Cabinet to be approved will have individual environment impact assessments in line with the Councils Constitution, that can provide further detail.
40. The proposal complies with the City Council's policies and commitments relating to carbon and the environment and brings us closer to our commitment to becoming a zero carbon council by 2030.

## Financial implications

41. Throughout its development, the new strategy is informed by the current financial context the Council finds itself in. The Council's Medium Term Financial Plan (MTFP) has been taken into account when developing the Strategy. The current economic climate and the cost of living crisis has had, and will have, major financial impacts on the Council's finances, and this will also have an impact on the levels of funding that the Council will be able to allocate to deliver actions under the new Housing, Homelessness and Rough Sleeping strategy. Particularly, the significant increase in homelessness presentations over the last year has caused a sharp increase in demand for temporary accommodation, leading to the frequent use of expensive nightly charge accommodation. This will continue to be a significant financial risk to the Council over the coming years. Preventing and tackling all forms of homelessness is a priority for the Council and despite the financial pressures, we have been able to increase spending on homelessness over the last few years, due to our success in obtaining external grant funding. The delivery of the Strategy over the coming years will be contained within the Medium Term Financial Plan, of which a net budget of £5.4million has been allocated for Housing services as below:

### *2024/25 Approved MTFP Budget*

	Approved Budget
Strategy & Service Development	£853,427
Garages (Landlord Services)	£63,194
Homelessness Prevention	£494,092
Rapid Re-Housing	£2,050,844
Rough Sleeping & Single Homelessness	£1,851,134
Other Housing Services	£86,001
<b>Housing Services</b>	<b>£5,398,692</b>

42. We have relied heavily on funding from central government for any increased spending on homelessness, in particular in relation to preventing and tackling single person homelessness and rough sleeping, over the last few years. These funding pots have been short-term, which presents us and service providers with challenges as we cannot plan and commit funding to long term solutions. Our current Rough Sleeping Initiative settlement comes to an end at the end of March 2025, so this will also come up for renewal/ replacement during the strategy period, and other pots of funding remain short term.
43. Many parts of the new strategy are dependent on significant investment into the Council's housing stock or into new Council homes from the Council's Housing Revenue Account. Previous rent caps, high inflation and interest rates have put significant pressure on the HRA, whilst at the same time increasing the demands of what it needs to deliver and therefore the current strategic review is imperative to understand our position.
44. Our desire to improve energy efficiency standards for our homes are ambitious, and it is important that we make good progress on this to meet the challenges of the climate emergency. However, the work that needs to be carried out to meet the commitments outlined in this strategy requires significant levels of investment. The Council operates in an increasingly challenging financial position, impacting all providers of social housing, and at the same time as we need to invest in our housing stock overall. Significant central government funding will be required in this area to fulfil ambitions.

### **Legal issues**

45. We are required by law to have a Homelessness Strategy in place that is based on a review of all forms of homelessness in the local area, and this strategy should be refreshed at least every 5 years. The current strategy came into place in April 2023. There is no such legal requirement to have a Housing Strategy, however, it is seen as best practice. Due to the link between the supply of housing and levels of homelessness, the Strategies are interlinked and cannot be easily separated. We have therefore brought these interdependent strands together to create one cohesive Housing, Homelessness and Rough Sleeping Strategy.

### **Level of risk**

46. A risk assessment is attached as Appendix 4 for the new strategy and action plan. Please note this risk assessment is for the Housing, Homelessness and Rough Sleeping Strategy. The strategy itself includes many projects which will each have their own individual risk assessments.

### **Equalities impact**

47. An equality impact assessment is attached as Appendix 2, this has been reviewed following implementation of the strategy and development of the year 2 Action Plan.

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**Background Papers:**

- 1 [Housing, Homelessness & Rough Sleeping Strategy 2023-28](#)
- 2 [Housing, Homelessness & Rough Sleeping 2023-28: Year 1 Action Plan](#)

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Appendix 1

Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan

Priority 1 - Providing more affordable housing

What do we want to achieve?	What are we going to do to achieve this?	Actions in 2024/25 (Y2)	Action reference (no)	Action Owner	Action Updater (quarterly)	Comments from updater Q1	Comments from updater Q2	Comments from updater Q3	Comments from updater Q4	RAG rating - Y1 action progress Green - on track Amber - minor issues and/or delays Red - significant issues and/or delays Pursued	
Increase the rate of affordable housing development, including Council homes through the affordable housing supply programme.	Build over 1,600 affordable, high quality and energy efficient homes through OX Place, the Council and housing association partners.  Deliver over 850 affordable homes available at social rent, delivered by OX Place, the Council and housing association partners.  Ensure significant investment from the Council's Housing Revenue Account goes into the development of new affordable homes during the strategy period.  Take available steps to secure and deploy public investment where this is available to make further affordable housing development viable in Oxford and Oxfordshire, including Homes England funding and wider infrastructure links.  Offer support and partnership to developers, landlords, social landlords and community-led housing groups to encourage delivery of new affordable homes.  Explore options and feasibility of developing small and adjoining sites.  Support and encourage the use of factory-built housing and modular construction.  Work to ensure that new affordable homes delivered meet established and projected housing need.  Senior Housing Management team to continue with regular reviews of housing needs data and delivery forecasts, to influence affordable housing supply, ensuring demand and the Council's priorities inform the supply of affordable accommodation, including the accommodation delivered by OX Place and our partners.  Using need for affordable housing to drive development in the city and spend of Housing Revenue Account funds.  Ensure that steps are taken to meet high demand of certain affordable housing types, such as 1-bedroom properties.  Monitor the effects of First Homes requirements as per national legislation in new developments on the local development of 1-bed social rented properties. Consider effects and potential solutions.  Review outstanding actions from the Older Persons Review, and make progress to complete relevant actions.	Continue to make good progress towards the target of 1,600 by delivering high quality, energy efficient homes.	P1-1	Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer						
		Continue to deliver affordable homes at social rent to meet target of 850 by March 2026	P1-2	Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer						
		Ensure the investment of Housing Revenue Account (HRA) funds are in line with the HRA Business Plan and contributes towards the number of affordable homes that become available in the city.	P1-3	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						
		Bid for relevant funding when available, including an estimated 7 bids where funding has already been announced.	P1-4	Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer						
		Enhance our partnerships with housing associations by establishing regular meetings to discuss feasibility of development.	P1-5	Dave Scholes, Affordable Housing Supply	Andy Dorrington, Affordable Housing Development Officer						
		Proactively engage with stakeholders about potential developments on sites.	P1-6	Dave Scholes, Affordable Housing Supply	Andy Dorrington, Affordable Housing Development Officer						
		Continue to review land supply for affordable housing development as part of the Local Plan	P1-7	Dave Scholes, Affordable Housing Supply							
		Initial feasibility assessment carried out for a number of small sites across the city.	P1-8	Dave Scholes, Affordable Housing Supply							
		Develop an approach for the development of small and adjoining sites.	P1-9	Dave Scholes, Affordable Housing Supply							
		Start on-site with a modular contractor for at least one OX Place development	P1-10		Alison Salter-Helen Home, OX Place	Alison Salter, Head of Development, OX Place					
		Monitor and update housing need in relation to affordable housing in the city, e.g. size, tenure, location, number of units etc.	P1-11		Amie Rickatson, Strategy and Service Development Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer					
		Senior Housing Management team to continue with regular reviews of housing needs data and delivery forecasts, to influence affordable housing supply, ensuring demand and the Council's priorities inform the supply of affordable accommodation, including the accommodation delivered by OX Place and our partners.	P1-12		Richard Wood, Housing Needs Dave Scholes, Affordable Housing Supply Planning Policy	Megan McFarlane, Affordable Housing Supply Programme Officer					
		Using need for affordable housing to drive development in the city and spend of Housing Revenue Account funds.	P1-13		Amie Rickatson, Strategy and Service Development Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer					
		Ensure that steps are taken to meet high demand of certain affordable housing types, such as 1-bedroom properties.	P1-14		Amie Rickatson, Strategy and Service Development Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer					
		Monitor the effects of First Homes requirements as per national legislation in new developments on the local development of 1-bed social rented properties. Consider effects and potential solutions.	P1-15		Amie Rickatson, Strategy and Service Development Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer					
Review outstanding actions from the Older Persons Review, and make progress to complete relevant actions.	P1-16		Amie Rickatson, Strategy and Service Development Dave Scholes, Affordable Housing Supply	Amie Rickatson, Strategy and Service Development							
Provide homes for those struggling in the Oxford Private Rented Sector	Deliver shared ownership programme	Deliver shared ownership properties as part of our commitment to deliver 1,600 affordable homes by the end of March 2026.	P1-17	Dave Scholes, Affordable Housing Supply	Megan McFarlane, Affordable Housing Supply Programme Officer						
		Continue to work with and support property owners to bring properties back into domestic use occupancy	P1-18	Katherine Conroy, Private Sector Safety/HMO Enforcement/Amie	Mel Match, Empty Residential Property Officer						
		Where possible and appropriate, take stronger enforcement action on property owners.	P1-19	Katherine Conroy, Private Sector Safety/HMO Enforcement/Amie	Mel Match, Empty Residential Property Officer						
		Continue joint working with Aspire to explore the use of social investments to bring long-term empty properties back into use as part of a pilot project.	P1-20	Katherine Conroy, Private Sector Safety/HMO Enforcement/Amie Rickatson, Strategy and Enabling Manager	Katherine Conroy, Private Sector Safety/HMO Enforcement/Amie Rickatson, Strategy and Enabling Manager						
		Review and refresh the Council's Tenancy Strategy	P1-21	Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development						
		Use Right to Buy receipts and borrowing in the Housing Revenue Account to purchase properties for social rent for people on the Housing Register	P1-22	Dave Scholes, Affordable Housing Supply	Andy Dorrington, Affordable Housing Development Officer						
		Lobby central government to introduce controls around the short term let market.	P1-23	Katherine Conroy, Private Sector Safety Team/HMO Enforcement	Katherine Conroy, Private Sector Safety Team/HMO Enforcement						
		Take appropriate action where a house has changed into short term let/holiday accommodation without the correct planning permission	P1-24	Rebecca Jeffries, Residential Regulation Team	Rebecca Jeffries, Residential Regulation Team						
		Where breaches are identified, take appropriate action to resolve the breach.	P1-25	Rebecca Jeffries, Residential Regulation Team	Rebecca Jeffries, Residential Regulation Team						
		Prepare to implement registration scheme for short-term lets, as per the Levelling Up and Regeneration Act, work closely with owners in the city to support them to understand and operate within the new legislation.	P1-26	Rebecca Jeffries, Residential Regulation Team	Rebecca Jeffries, Residential Regulation Team						
Work better with our housing delivery partners and neighbouring Councils	Work with neighbouring councils to support the delivery of a number of developments in Oxfordshire.	Agreements and arrangements for allocation of social housing in Districts made with Cherwell District Council	P1-27	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						
		Establish effective monitoring to ensure that new developments are being allocated to Oxford residents in housing need.	P1-28	Richard Wood, Housing Strategy & Needs Manager	Kieran Edmunds, Rapid Rehousing Manager						
		Continue our engagement with community groups and community land trusts	P1-29	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						
		Progress community-led housing projects on garage sites identified through work funded by the Housing Advice Programme	P1-30	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						
Support and identify opportunities for community-led housing developments.	Through our work to develop an approach to develop small sites, identify suitable sites for community-led housing	Identify and secure suitable funding to progress feasibility stages for community-led housing on identified small sites.	P1-31	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						
		Identify and secure suitable funding to progress feasibility stages for community-led housing on identified small sites.	P1-32	Dave Scholes, Affordable Housing Supply	Dave Scholes, Affordable Housing Supply Corporate Lead						

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Housing, Homelessness and Rough Sleeping Strategy

Priority 2 - Great homes for all

What do we want to achieve?	What are we going to achieve this?	Actions in 2024/25 (Y2)	Action reference (no)	Action Owner	Action Updater (quarterly)	Comments from updater Q1	Comments from updater Q2	Comments from updater Q3	Comments from updater Q4	KPI Rating - 1-1 action progress Green - on track Amber - minor issues and/or delays Red - significant issues and/or delays	
Improve the quality of accommodation in the private rented sector	Continue to deliver the property licensing schemes (HMO & selective) across the private rented sector.	Ensure that the majority of applications for property licenses are processed and licenses issued.	P2-1	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
		Continue the work of investigating unlicensed properties incorporating the selective licensing scheme.	P2-2	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
		Progress the enforcement of non-compliance with the selective licensing scheme.	P2-3	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
		Reduce the number of privately rented homes that contain serious home hazards.	P2-4	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
		Continue our proactive inspection programme of HMO properties and introduce proactive inspections for properties with a selective licence.	P2-5	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
		Ensure compliance using education and enforcement of all appropriate legislation in accordance with the Council's Enforcement Policy.	P2-6	Gail Siddall, Regulatory Services Manager	Gail Siddall, Regulatory Services Manager						
Continue to deliver investments into our Council homes	Develop a programme of rolling annual stock condition surveys.	Continue programme of rolling stock condition surveys that incorporate Building Surveys, Structural/Concrete surveys, Energy & Sustainability (Energy Performance Certificate, EPC) and Building Compliance & Safety (Fire, Water, Asbestos) to ensure all aspects of Property Management is included in investment programmes or major works projects.	P2-7	Malcolm Peck, Property Services Manager	HRA Surveying Manager						
		Use stock condition surveys to ensure a consistent and updated asset management strategy is in place and provides a coordinated investment £3.1m into Council homes in line with our asset management strategy.	P2-8	Nerys Parry, Head of Housing Services	Malcolm Peck, Property Services Manager						
		Develop and deliver an investment programme for our existing stock, informed by the stock survey	P2-9	Malcolm Peck, Property Services Manager	HRA Surveying Manager						
Provide quality, timely and responsive services to council tenants, with high level of tenants satisfaction	Establish a transformation programme of our Landlord Services leading to improved services for our tenants, including ensuring all our tenant and leaseholder related activities are resourced sufficiently to comply with the Social Housing Act.	Complete transformation programme of landlord services, with a focus on the provision of quality service with high levels of tenant satisfaction and compliance with SHA and regulatory standards.	P2-10	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager						
		Finalise staffing structure of landlord services to reflect findings and recommendations from transformation work, ensuring that teams are sufficiently resourced to meet new obligations under the Social Housing Act.	P2-11	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager						
		Implement new structure, completing any required recruitment to vacant posts.	P2-12	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager						
	Deliver a new integrated and locally-based way of working to deliver services to our	Repair services delivered are excellent and informed by: - making repairs at our tenant's convenience; make the fix first time; - staying fixed	Continue to build our locally based approach, including bringing in new council teams and working better across other statutory bodies.	P2-13							
			Continue to embed and evaluate new ways of working, e.g. the use of new software for tenants to book-in-schedule appointments.	P2-14	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
	Provide effective and timely response to tenants impacted by anti-social behaviour.	Ensure complaints in relation to anti-social behaviour are responded to within 3 working days.		P2-15	Liz Jones, Anti-social Behaviour Manager	Liz Jones, Anti-social Behaviour Manager					
			Support complainants and perpetrators to resolve the anti-social behaviour.	P2-16	Liz Jones, Anti-social Behaviour Manager	Liz Jones, Anti-social Behaviour Manager					
	Use a combination of annual tenant and leaseholder surveys, and transactional surveys to gain feedback on our services to inform service development and improvement.	Continue to improve our digital offer to tenants to deliver improved communications and engagement. Seeking feedback to make changes in how we deliver our services in real time.		P2-17	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
				P2-18	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
	Improve tenant engagement and tenant involvement to enhance accountability and put tenant's views at the heart of decision making and service development	Establish refreshed aims and purpose for our tenant engagement and involvement activities.	Implement new processes and procedures for recording all complaints on Q4.	P2-19	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
			Implement new Tenant and Leaseholder Involvement Strategy and accompanying action plan.								
		As part of the Tenant and Leaseholder Strategy, establish a scrutiny function that allows tenants to better hold the Council and Oxford Direct Services to account and to influence outcomes.	Establishing defined aims and developing a scrutiny function to enhance accountability and ensure that tenants' views inform service delivery.		P2-20	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager				
				P2-21	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
Ensure that tenants and leaseholders involved in engagement and involvement activities better reflect the geographic spread and demographic makeup of our Council tenants as a whole.		New Tenants and Leaseholder Strategy developed and implemented, incorporating this and in line with the Council's Equality, Diversity and Inclusion Strategy.		P2-22	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
				P2-23	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager					
Release and publish results against the new national tenants consumer standards under the Social Housing White Paper.	Respond and develop process for publishing results, in line with statutory requirements.	P2-24	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager							
	Appoint senior person within the organisation to be responsible for new consumer standards										

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Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan

Priority 3 - Housing for a net zero carbon future

What do we want to achieve?	What are we going to do to achieve this?	Actions in 2024/25 (Y2)	Action reference (no)	Action Owner	Action Updater (quarterly)	Comments from updater Q1	Comments from updater Q2	Comments from updater Q3	Comments from updater Q4	RAO rating - Y1 action progress Green - on track Amber - minor issues and/or delays Red - significant issues and/or delays Punctuated
Improve standards for new Council homes built in the city	New homes built by OX Place are net zero carbon for energy use in the properties (regulated operational energy) by 2030.	OX Place to produce a plan to meet this deadline date	P3-1	Alison Salter, Head of Development, OX Place	Debbie Haynes, Carbon Reduction & Sustainability Manager, OX Place					
	Homes built by OX Place have carbon emissions levels for new homes that are 40% below national standards (Building Regulations 2021).	OX Place designing and building homes to meet or exceed the level stated.	P3-2	Alison Salter, Head of Development, OX Place	Debbie Haynes, Carbon Reduction & Sustainability Manager, OX Place					
	Homes built by OX Place use electricity only and heated through low carbon means such as air source heat pumps.	OX Place designing and building homes to be electricity heated, usually with air source heat pumps.	P3-3	Alison Salter, Head of Development, OX Place	Debbie Haynes, Carbon Reduction & Sustainability Manager, OX Place					
	Build as far as possible using a 'fabric-first' approach (as per Zero Carbon Action Plan)	Design/build homes with fabric first approach.	P3-4	Alison Salter, Head of Development, OX Place	Debbie Haynes, Carbon Reduction & Sustainability Manager, OX Place					
	Tackling the performance gap (the disparity between energy consumption predicted in design stage of a building and the energy use when in actual operation) and preventing any performance issues with new technologies by using an innovative energy quality assurance service. This provides checking, training and testing throughout the full design and construction phases of development.	Using Energy Quality Assurance service on all majority of dwellings.	P3-6	Alison Salter, Head of Development, OX Place	Debbie Haynes, Carbon Reduction & Sustainability Manager, OX Place					
Invest to decarbonise our Council homes	Ensure a consistent and updated asset management strategy is in place and provides a coordinated plan for maintenance, investment, regeneration and carbon reduction work for Council properties.	Continue to invest in energy efficiency and decarbonisation measures for council homes. Completion of Social Housing Decarbonation 2.1 project in 24/25.	P3-7	Malcolm Peck, Property Services Manager	Juliet Nicholas, Energy & Sustainability Manager					
	Tie energy efficiency works into other planned maintenance programmes to ensure a co-ordinated and less disruptive approach to delivery, improving tenant experience.	Develop and implement plan for how we will deliver works to properties, including programmes for alternative heating installation across the stock.	P3-8	Malcolm Peck, Property Services Manager	Juliet Nicholas, Energy & Sustainability Manager					
	Work with tenants to agree and implement a programme of energy efficiency measures that will see tenants' energy use reduced, with the aim of reducing the number of tenants relying on energy efficiency improvements.	As part of the Social Housing Decarbonation Fund (SHDF) wave 2.1 delivery, work with tenants to develop an approach and lessons learned.  A full handover and demonstration will be carried out with tenants on completion of works.	P3-9 P3-10	Malcolm Peck, Property Services Manager	Juliet Nicholas, Energy & Sustainability Manager					
	Continue to bid for central government funding to fund our work to increase energy efficiency for our housing stock.	Bids for SHDF and other funding sources submitted where they complement planned work streams.	P3-12	Malcolm Peck, Property Services Manager	Juliet Nicholas, Energy & Sustainability Manager					
	Engagement Strategy in place.		P3-11	Bill Graves, Landlord Service Manager	Bill Graves, Landlord Service Manager					
Work with other landlords, such as Registered Providers and private rented sector landlords to increase energy efficiency, both in existing buildings and new developments.	Continue to set high standards for energy efficiency/carbon reduction for new built homes through local plan policies including the new Local Plan 2040.	Progress work on new Local Plan 2040 including updated policies addressing carbon reduction in new and existing development.	P3-13	Amanda Ford	Daniel Young/Amanda Ford, Planning					
	Work with partners to apply for funding and signpost homes owners, and tenants and landlords in the private rented sector to funding for energy efficiency and decarbonisation measures to increase efficiency standards for properties.	Bid for any other government funding made available to support landlords to fund energy efficiency measures.  Actively promote available funding and direct those eligible to apply for such funding.	P3-14 P3-15	Vikki Robins, Sustainable Innovation Manager	Emily Green, Environmental Quality					
	Bring improvements to energy efficiency to the private rented sector by other means.	Lobby government for further funding to raise energy efficiency standards.	P3-16	Vikki Robins, Sustainable Innovation Manager/Emily Green, Environmental Quality/Katherine Conroy, PSST	Emily Green, Environmental Quality					
		Continue to encourage landlords to be accredited landlords under the City Council's Landlord Accreditation Scheme, which includes promoting and encouraging landlords to let properties with good EPC ratings.	P3-17	Vikki Robins, Sustainable Innovation Programme Manager/Emily Green, Environmental Quality/Katherine Conroy, PSST	Katherine Conroy, Team Manager, PRS Safety Team					
		Work with landlords to meet Minimum Energy Efficiency Standards (MEES).	P3-18	Rose Dickinson, Carbon Reduction Manager/Emily Green, Environmental Quality/Katherine Conroy, PSST	Emily Green, Environmental Quality					
	Ensure residents in the city can access consistent and quality energy advice in relation to both property improvements and energy usage.	Continue to fund the Better Housing, Better Health service.	P3-19	Rose Dickinson, Carbon Reduction Manager/Emily Green, Environmental Quality	Emily Green, Environmental Quality					
		Have an Energy Advice Officer in place with a remit to support owner occupiers and those renting in the private rented sector, to coordinate and support delivery of energy efficiency projects, support compliance on EPCs, and support community engagement and outreach work.	P3-20	Rose Dickinson, Carbon Reduction Manager/Emily Green, Environmental Quality	Emily Green, Environmental Quality					
		Continue our outreach work via events and partnerships to promote advice and funding opportunities.	P3-21	Rose Dickinson, Carbon Reduction Manager/Emily Green, Environmental Quality	Emily Green, Environmental Quality					
	Work in partnership with the Zero Carbon Oxford Partnership to trial innovative approaches to different retrofit measures, scale delivery, share good practice.	Continue feasibility work in Oxford to scale retrofit approaches across different building and tenure types.	P3-22	Vikki Robins, Sustainable Innovation Manager	Vikki Robins, Sustainable Innovation Manager					

Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan

Priority 4 - Preventing homelessness and adopting a rapid rehousing response

What do we want to achieve?	What are we going to do to achieve this?	Actions in 2024/25 (Y1)	Action reference (no)	Action Owner	Action Updater (quarterly)	Comments from updater Q1	Comments from updater Q2	Comments from updater Q3	Comments from updater Q4	RAS rating - Y1 action progress Green - on track Yellow - at risk Red - significant issues			
Transform Council services to better prevent and reduce homelessness	<p>Complete a transformation of our Housing Needs team (covering homelessness service and the Housing Register) to focus more on prevention and rapid rehousing.</p> <p>Embed a continuous culture of change and service improvement embedded into Housing Needs.</p> <p>Embed a corporate approach to the prevention of homelessness within Oxford City Council.</p> <p>Create a 'One Gateway' to our homelessness services to ensure people seeking our assistance find it easier to navigate the Council's services and get the assistance they need.</p> <p>Complete procurement and prepare for implementation of new Housing Needs Housing System.</p> <p>Establish work flows and processes, including referrals to Housing Needs and statutory homelessness services.</p> <p>Increase our face-to-face and holding offer to those who are experiencing homelessness or threatened with homelessness.</p> <p>Make better use of the council's data to inform the prevention and relief of homelessness.</p>	<p><b>Embed new teams, new procedures and new ways of working are implemented.</b></p>	PA-1	Richard Wood, Housing Needs and Strategy Manager	Aime Rickaborn, Strategy and Service Development Manager								
		<p><b>Continue to embed transformation work across Housing Needs, roll out new team structures and ensure continued culture change within Housing Needs. Review progress after 6 months.</b></p>	PA-2	Richard Wood, Housing Needs and Strategy Manager	Aime Rickaborn, Strategy and Service Development Manager								
		<p><b>Develop and implement training programme for staff across the organisation.</b></p>	PA-3	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Review our corporate governance mechanism for homeless prevention.</b></p>	PA-4	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Further develop our online housing applications, with the implementation of applications to join our transfer housing register as well as homeless applications.</b></p>	PA-5	Richard Wood, Housing Needs and Strategy Manager	Neeraj Kumar, Rapid Rehousing Manager / James Pickering, Homelessness Prevention Manager								
		<p><b>Establish work flows and processes, including referrals to Housing Needs and statutory homelessness services.</b></p>	PA-6	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Increase our face-to-face and holding offer to those who are experiencing homelessness or threatened with homelessness.</b></p>	PA-7	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Regular review of Homeless Case Level Information Collection (HCLIC) data and other key data with teams.</b></p>	PA-8	Aime Rickaborn, Strategy and Service Development Manager	Aime Rickaborn, Strategy and Service Development Manager								
		<p><b>Using data and information, including reasons for rough sleeping, to better understand and identify homeless families or threatened with homelessness and use this to focus and improve our service delivery.</b></p>	PA-9	Aime Rickaborn, Strategy and Service Development Manager	Aime Rickaborn, Strategy and Service Development Manager								
		Focus on tackling homelessness from the Private Rented Sector	<p>Establish a dedicated provision to provide upstream homelessness prevention for the private rented sector, which will work with both landlords and tenants, providing mediation and working in close partnership with statutory and support services.</p> <p>Complete a review of the Council's private rented sector access schemes, developing and implementing changes needed to ensure that the schemes remain effective and attractive to landlords.</p> <p>Complete a review of the Council's private rented sector access schemes, developing and implementing changes needed to ensure that the schemes remain effective and attractive to landlords.</p> <p>Recommendations presented and considered for renewal of schemes to ensure schemes are attractive to landlords and offer good quality, and offer stable and affordable accommodation for households.</p> <p>Search inquest to see pilot, offering an enhanced property management service to private landlords and get together an information campaign to work closely with landlords and agents in the city to support them to understand and operate within the new legislation.</p>	<p><b>Embed new teams, new procedures and new ways of working are implemented.</b></p>	PA-10	James Pickering, Homelessness Prevention Manager	James Pickering, Homelessness Prevention Manager						
<p><b>Complete a review of the Council's private rented sector access schemes, developing and implementing changes needed to ensure that the schemes remain effective and attractive to landlords.</b></p>	PA-11			Kieran Edmunds, Rapid Rehousing Manager	Kieran Edmunds, Rapid Rehousing Manager								
<p><b>Recommendations presented and considered for renewal of schemes to ensure schemes are attractive to landlords and offer good quality, and offer stable and affordable accommodation for households.</b></p>	PA-12			Kieran Edmunds, Rapid Rehousing Manager	Kieran Edmunds, Rapid Rehousing Manager								
<p><b>Search inquest to see pilot, offering an enhanced property management service to private landlords and get together an information campaign to work closely with landlords and agents in the city to support them to understand and operate within the new legislation.</b></p>	PA-13			Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
<p><b>Regular review of Homeless Case Level Information Collection (HCLIC) data and other key data with teams.</b></p>	PA-14			Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
Work in partnership to prevent homelessness	<p>Prevent homelessness for those being discharged from hospitals by progressing our joint work with health services.</p> <p>Work with health and social care colleagues to seek and secure long term funding.</p> <p>Engage Out of Hospital teams in Statutory services, ensuring people get access to statutory homelessness assistance, as well as other support needed.</p> <p>Enhance partnerships working with prison and probation services, including the provision of new temporary accommodation arrangements and access to accommodation in the private rented sector. <i>Need to re-eval - update of plans for this year</i></p> <p>Ensure pre-emption protocols are updated and implemented.</p> <p>Provide leadership on the Council of Sanctuary Accreditation, ensuring we meet all criteria and retail the accreditation.</p> <p>Continue to support Courtyards Homes for Ukraine service, with a focus on developing new-on options for individuals seeking the scheme.</p> <p>Deliver our corporate commitment, to re-eval B facilities per year for the next five years, to support the government's refugee resettlement schemes.</p> <p>Complete mapping of key partnerships and processes to ensure that homelessness prevention work is focused and effective.</p> <p>Continue to work in close partnership with the County Council and support providers to ensure young people, including care leavers, have access to supported accommodation services after needed and that there are good and sustainable move on options when leaving supported accommodation.</p> <p>Work towards the Domestic Abuse Housing Alliance Accreditation.</p> <p>Continue to deliver the Sanctuary Scheme.</p> <p>Continue good progress made to implement MEAM approach across services.</p> <p>Contribute to a community workforce development programme, develop an offer of training and reflective spaces.</p> <p>Work with King's College London to analyse project evaluation and data, and design services based on evidence.</p> <p>Continue to embed a transformation across temporary accommodation, to increase move on and bring down the length of stay in TA.</p> <p>Review our settings plan to ensure its responsive to demands and challenges across the services, in order to bring down length of stay in TA.</p> <p>Continue to ensure all households accommodated in temporary accommodation have a support and move on plan.</p> <p>Review of the Council's private rented sector schemes completed to ensure there are no barriers for people moving on from temporary and supported accommodation to access <b>HAB</b> schemes.</p> <p>Review of Allocation policies to ensure there are no barriers for people moving on from temporary and supported accommodation to access social housing.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Use the review and analysis to inform our provision of temporary accommodation in the future, including type and amount of units required.</p> <p>Continue to explore options for reusing TA stock through decommissioning of over 55 accommodation and capital investment schemes.</p> <p>Continue to review need and use of temporary accommodation, ensuring that we have enough of the right type of TA and reduce the use of nighty charge accommodation.</p> <p>Complete review of our Allocations Schemes and update our Allocations Policy.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Continue to deliver Housing First units across Oxford.</p> <p>Work with housing associations and other partners to ensure there is a sufficient availability of suitable housing.</p>	<p><b>Continue to work with and support health services in Oxford to ensure persons to be discharged from hospital settings and into accommodation without delay.</b></p>	PA-15	Peter Moore, Out of Hospital Programme Manager/Richard Wood, Housing Needs and Strategy Manager	Peter Moore, Out of Hospital Programme Manager/Richard Wood, Housing Needs and Strategy Manager								
		<p><b>Engage Out of Hospital teams in Statutory services, ensuring people get access to statutory homelessness assistance, as well as other support needed.</b></p>	PA-16	Peter Moore, Out of Hospital Programme Manager/James Pickering, Homelessness Prevention Manager	Peter Moore, Out of Hospital Programme Manager/James Pickering, Homelessness Prevention Manager								
		<p><b>Enhance partnerships working with prison and probation services, including the provision of new temporary accommodation arrangements and access to accommodation in the private rented sector. <i>Need to re-eval - update of plans for this year</i></b></p>	PA-18	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Ensure pre-emption protocols are updated and implemented.</b></p>	PA-17	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager								
		<p><b>Provide leadership on the Council of Sanctuary Accreditation, ensuring we meet all criteria and retail the accreditation.</b></p>	PA-18	Richard Wood, Housing Needs and Strategy Manager	Stephen Cohen, Refugee and Resettlement Manager								
		Prevent homelessness for those being released from prison and probation services	<p>Continue to support Courtyards Homes for Ukraine service, with a focus on developing new-on options for individuals seeking the scheme.</p> <p>Deliver our corporate commitment, to re-eval B facilities per year for the next five years, to support the government's refugee resettlement schemes.</p> <p>Complete mapping of key partnerships and processes to ensure that homelessness prevention work is focused and effective.</p> <p>Continue to work in close partnership with the County Council and support providers to ensure young people, including care leavers, have access to supported accommodation services after needed and that there are good and sustainable move on options when leaving supported accommodation.</p> <p>Work towards the Domestic Abuse Housing Alliance Accreditation.</p> <p>Continue to deliver the Sanctuary Scheme.</p> <p>Continue good progress made to implement MEAM approach across services.</p> <p>Contribute to a community workforce development programme, develop an offer of training and reflective spaces.</p> <p>Work with King's College London to analyse project evaluation and data, and design services based on evidence.</p> <p>Continue to embed a transformation across temporary accommodation, to increase move on and bring down the length of stay in TA.</p> <p>Review our settings plan to ensure its responsive to demands and challenges across the services, in order to bring down length of stay in TA.</p> <p>Continue to ensure all households accommodated in temporary accommodation have a support and move on plan.</p> <p>Review of the Council's private rented sector schemes completed to ensure there are no barriers for people moving on from temporary and supported accommodation to access <b>HAB</b> schemes.</p> <p>Review of Allocation policies to ensure there are no barriers for people moving on from temporary and supported accommodation to access social housing.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Use the review and analysis to inform our provision of temporary accommodation in the future, including type and amount of units required.</p> <p>Continue to explore options for reusing TA stock through decommissioning of over 55 accommodation and capital investment schemes.</p> <p>Continue to review need and use of temporary accommodation, ensuring that we have enough of the right type of TA and reduce the use of nighty charge accommodation.</p> <p>Complete review of our Allocations Schemes and update our Allocations Policy.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Continue to deliver Housing First units across Oxford.</p> <p>Work with housing associations and other partners to ensure there is a sufficient availability of suitable housing.</p>	<p><b>Continue to support Courtyards Homes for Ukraine service, with a focus on developing new-on options for individuals seeking the scheme.</b></p>	PA-19	Richard Wood, Housing Needs and Strategy Manager	Stephen Cohen, Refugee and Resettlement Manager						
				<p><b>Deliver our corporate commitment, to re-eval B facilities per year for the next five years, to support the government's refugee resettlement schemes.</b></p>	PA-19	Richard Wood, Housing Needs and Strategy Manager	Stephen Cohen, Refugee and Resettlement Manager						
				<p><b>Complete mapping of key partnerships and processes to ensure that homelessness prevention work is focused and effective.</b></p>	PA-20	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager						
				<p><b>Continue to work in close partnership with the County Council and support providers to ensure young people, including care leavers, have access to supported accommodation services after needed and that there are good and sustainable move on options when leaving supported accommodation.</b></p>	PA-21	Richard Wood, Housing Needs and Strategy Manager	James Pickering, Homelessness Prevention Manager						
				<p><b>Work towards the Domestic Abuse Housing Alliance Accreditation.</b></p>	PA-22	Richard Wood, Housing Needs and Strategy Manager	Liz Jones, ASD Manager						
Adopt a rapid rehousing response to homelessness	<p>Continue to deliver the Sanctuary Scheme.</p> <p>Continue good progress made to implement MEAM approach across services.</p> <p>Contribute to a community workforce development programme, develop an offer of training and reflective spaces.</p> <p>Work with King's College London to analyse project evaluation and data, and design services based on evidence.</p> <p>Continue to embed a transformation across temporary accommodation, to increase move on and bring down the length of stay in TA.</p> <p>Review our settings plan to ensure its responsive to demands and challenges across the services, in order to bring down length of stay in TA.</p> <p>Continue to ensure all households accommodated in temporary accommodation have a support and move on plan.</p> <p>Review of the Council's private rented sector schemes completed to ensure there are no barriers for people moving on from temporary and supported accommodation to access <b>HAB</b> schemes.</p> <p>Review of Allocation policies to ensure there are no barriers for people moving on from temporary and supported accommodation to access social housing.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Use the review and analysis to inform our provision of temporary accommodation in the future, including type and amount of units required.</p> <p>Continue to explore options for reusing TA stock through decommissioning of over 55 accommodation and capital investment schemes.</p> <p>Continue to review need and use of temporary accommodation, ensuring that we have enough of the right type of TA and reduce the use of nighty charge accommodation.</p> <p>Complete review of our Allocations Schemes and update our Allocations Policy.</p> <p>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</p> <p>Continue to deliver Housing First units across Oxford.</p> <p>Work with housing associations and other partners to ensure there is a sufficient availability of suitable housing.</p>			<p><b>Continue to deliver the Sanctuary Scheme.</b></p>	PA-23	Richard Wood, Housing Needs and Strategy Manager	Liz Jones, ASD Manager						
				<p><b>Continue good progress made to implement MEAM approach across services.</b></p>	PA-25	Peter Moore, Out of Hospital Programme Manager	Peter Moore, Out of Hospital Programme Manager						
				<p><b>Contribute to a community workforce development programme, develop an offer of training and reflective spaces.</b></p>	PA-26	Peter Moore, Out of Hospital Programme Manager	Peter Moore, Out of Hospital Programme Manager						
				<p><b>Work with King's College London to analyse project evaluation and data, and design services based on evidence.</b></p>	PA-27	Peter Moore, Out of Hospital Programme Manager	Peter Moore, Out of Hospital Programme Manager						
				<p><b>Continue to embed a transformation across temporary accommodation, to increase move on and bring down the length of stay in TA.</b></p>	PA-28	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager						
		<p><b>Review our settings plan to ensure its responsive to demands and challenges across the services, in order to bring down length of stay in TA.</b></p>	PA-29	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
		<p><b>Continue to ensure all households accommodated in temporary accommodation have a support and move on plan.</b></p>	PA-30	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
		<p><b>Review of the Council's private rented sector schemes completed to ensure there are no barriers for people moving on from temporary and supported accommodation to access <b>HAB</b> schemes.</b></p>	PA-30	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
		<p><b>Review of Allocation policies to ensure there are no barriers for people moving on from temporary and supported accommodation to access social housing.</b></p>	PA-31	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								
		<p><b>Complete review of the current Allocations Scheme, using data and best practice on the allocation of social housing.</b></p>	PA-32	Richard Wood, Housing Needs and Strategy Manager	Kieran Edmunds, Rapid Rehousing Manager								

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Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan

Priority 5 - Ending rough sleeping

What do we want to achieve?	What are we going to do to achieve this?	Actions in 2024/25 (Y2)	Action reference (no)	Action Owner	Action Updater (quarterly)	Comments from updater Q1	Comments from updater Q2	Comments from updater Q3	Comments from updater Q4	RAG rating - Y1 action progress Green - on track Amber - minor delays Red - significant issues Redder - delays Completed	
Implement the Countywide Dofurbahne Homelessness and Rough Sleeping Strategy	Work with and support the Dofurbahne Homelessness Alliance and commissioning partners to ensure the delivery of the strategy, including housing led and more person centred approach.	Agree a clear plan to deliver the transformation and work with the Alliance leadership team to support the further development and delivery of this transformation plan.	PS-1	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Begin negotiation work for Dofurbahne Homelessness Alliance 25-28 budget and contract.	PS-2	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Align to the Countywide Strategy, together with partners, review commissioning and contract management of supported services ensuring choice and variety is maintained, both in terms of accommodation and support provision.	PS-3	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		For all services commissioned by Oxford City Council outside of Alliance arrangements, services will be regularly reviewed to ensure they are aligned and deliver a housing-led approach.	PS-4	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		For all services commissioned under the Alliance, work with partners to set up and support contract management.	PS-5	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Continue to work across the Countywide objectives to facilitate the understanding of one bedroom accommodation across Dofurbahne. Develop a package of measures at Councils and ICB can agree to increase the supply for accommodation for single people.	PS-6	Richard Wood, Housing Strategy and Needs Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Continue to engage with DLUPIC to agree a new financial settlement from April 25 onwards.	PS-8	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Where other funding becomes available, bids submitted to these as well.	PS-7	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Work with commissioning of supported accommodation operating in the city to ensure that as much as possible is provided through regulated providers, who are subject to more regulation and less risk on the Council-owned sector, should support.	PS-8	Richard Wood, Housing Strategy and Needs Manager	Richard Wood, Housing Strategy and Needs Manager						
		Continue to deliver services based on the principle of Shortlets Sale to Stay in the city, to ensure that people do not have to sleep rough before they are offered assistance.	PS-9	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
Facilitate access to appropriate health and care services for those who are in need	Conduct regular reviews/contract monitoring of services commissioned as part of the Dofurbahne Homelessness Alliance to ensure that all persons using services are assessed and offered access to relevant services as needed, such as health, mental health, substance misuse and care services.	Review arrangements and services to ensure that the right level of provision is available in accommodation across the Alliance.	PS-9	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Facilitate access to appropriate health and care services for those who are in need	PS-10	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Ensure that statutory and non-statutory services in Oxford deliver a joint approach to support those experiencing rough sleeping, so people get access to statutory homelessness assistance, as well as other support as needed such as Care Act assessments and mental health support.	PS-11	Richard Wood, Housing Strategy and Needs Manager	James Poching, Homelessness Prevention Manager and Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		As part of an assessment, persons are also offered and linked in with other statutory services as relevant, as part of the Council's wider partnership work to prevent and reduce homelessness.	PS-12	Richard Wood, Housing Strategy and Needs Manager	James Poching, Homelessness Prevention Manager						
Improve access to accommodation and provide a range of accommodation options for single persons and couples	Regularly monitor the number of single homeless people offered social housing as well as the number of single persons who have been excluded from the Housing Register, to ensure good access and reduce exclusion.	Monitor the systems established and information used routinely to inform necessary changes to operational practices and policy direction.	PS-13	Karen Edmunds, Rapid Rehousing Manager	Karen Edmunds, Rapid Rehousing Manager						
		Review the Allocation Policy completed.	PS-14	Karen Edmunds, Rapid Rehousing Manager	Karen Edmunds, Rapid Rehousing Manager						
		Case reviews completed and informing recommendations for any amendments to the Allocation Policy as part of the	PS-15	Karen Edmunds, Rapid Rehousing Manager	Karen Edmunds, Rapid Rehousing Manager						
		Continue engagement with partners through Countywide Housing Supply group.	PS-16	Richard Wood, Housing Strategy and Needs Manager	Richard Wood, Housing Strategy and Needs Manager						
		Complete a review of the Council's private rented sector schemes.	PS-17	Karen Edmunds, Rapid Rehousing Manager	Karen Edmunds, Rapid Rehousing Manager						
		Communications presented and considered for renewal of extension to ensure Council offered extension meet the needs of single persons and couples.	PS-18	Karen Edmunds, Rapid Rehousing Manager	Karen Edmunds, Rapid Rehousing Manager						
		Commission new services as per successful funding bids	PS-19	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Conduct and complete mapping of all existing supported accommodation provision in the city.	PS-20	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Continuously update mapping and use this information to form part of decisions made when commissioning new provision.	PS-21	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Support people experiencing rough sleeping in Oxford who do not have recourse to public funds but appropriate solutions.	PS-22	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
Support people experiencing rough sleeping in Oxford who do not have recourse to public funds but appropriate solutions.	Ensure there is a provision of night support and advice that people can access in order to assist with regularising immigration status for affected individuals.	Support to return to a home country where this is appropriate and wanted.	PS-23	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Implement and monitor the commissioning and contract management arrangements of services commissioned solely by Oxford City Council and as part of the Dofurbahne Alliance, ensuring choice and variety in measures, including support not linked to a housing offer.	PS-24	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Continue our work to bring a further 11 properties into use for Housing First, and support our existing Housing First plans to sustain that accommodation.	PS-25	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Work with DLUPIC to explore future funding opportunities and bid where appropriate to further increase our Housing First offer.	PS-26	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
Increase our offer of Housing First accommodation and provide for support individuals may need in order to sustain the accommodation.	Work with the Alliance to support the further development and delivery of their transformation plans	Work with the Alliance to support the further development and delivery of their transformation plans	PS-27	Osai Mosley, Rough Sleeping and Single Homelessness Manager	Osai Mosley, Rough Sleeping and Single Homelessness Manager						
		Work with the Alliance to continue to transform our approach to the provision of accommodation for single homeless persons, including reviewing our current accommodation offers as we move to a housing-led model and helping facilitate changes agreed as part of the Countywide transformation									

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## Housing, Homelessness and Rough Sleeping Strategy 2023-2028 Action Plan

### Equality, Diversity and inclusion

What do we want to achieve?	What are we going to do to achieve this?	Actions in 2023/24 (Y1)	Action reference (no)	Action Owner	Action Updater (quarterly)
Deliver the Council's housing related commitments in the Equality, Diversity and Inclusion Strategy	Ensure that we understand and respond to issues that disproportionately impact specific groups in our community and lead to homelessness.	Improve homelessness data collection and data quality, including on protected characteristics. Analyse data regularly to determine if and when any groups are disproportionately affected by homelessness, use this to inform service development.	EDI-1 EDI-2	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development
	Work with communities to address any issues that disproportionately affects specific groups in order to better prevent homelessness.	Seek feedback from service users from different backgrounds to develop response.	EDI-4	Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development
Data and information	Review and improve how we engage with our tenants and leaseholders and ensure that inclusion is at the heart of this.	Ensure new Tenant and Leaseholder Strategy in place	EDI-5	Bill Graves, Landlord Services Manager	Bill Graves, Landlord Services Manager
	Seek to improve our data collection so that we can better understand how our homelessness services work for the community, with the aim to ensure that services are accessible to all. Ensuring we improve the data we have on protected characteristics where we currently have a limited picture, such as for LGBTQIA+ people.	Implement changes to our housing management systems to ensure accurate data collection and reporting. Provide training and upskilling to staff to ensure data on protected characteristics is collected and recorded.	EDI-6 EDI-7	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development
Partnership work	Routinely report and use data to understand shifts in the profiles of people that we support in relation to homelessness, such as a recent decrease in the proportion of women presenting, in order to make sure that any changes is not due to inaccessibility.	Analyse data regularly to determine if and when any groups are disproportionately affected by homelessness Improve data collection and data quality.	EDI-8 EDI-9	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development Amie Rickatson, Strategy and Service Development
	Take further steps to better understand our tenants, including better capture and analysis of data so that we can ensure that services are delivered well to all.	Analyse data regularly and develop actions to inform how we deliver our homelessness services. Recruit Customer Experience Team to engage with tenants directly in their homes, capturing protected characteristics, reasonable adjustments, preferences to inform individual service delivery requirements. Introduction of mobile working forms solution to capture and record information directly into housing system.	EDI-10 EDI-11	Amie Rickatson, Strategy and Service Development Bill Graves, Landlord Services Manager	Amie Rickatson, Strategy and Service Development Bill Graves, Landlord Services Manager
	Continue to consider the needs of the travelling community, and seek to work in partnership with our neighbouring authorities to commission a new study of need for the period up to 2040	Work with colleagues in the County Council to contribute data and information.	EDI-12	Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development
Accessibility and information	Ensure information and communication is accessible, through using a range of mediums and accessible language.	Complete review of information and advice given to customers by Housing Services.	EDI-13	Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development
Staff and staff training	Provide training for all of our staff to ensure they are all skilled and confident in delivering services and work with Human Resources partners to have a workforce that as a whole reflects Oxford's diverse population	Carry out training needs analysis. Deliver training to staff specific to their role.	EDI-14	Amie Rickatson, Strategy and Service Development	Amie Rickatson, Strategy and Service Development



## Appendix 2

### Form to be used for the Full Equalities Impact Assessment

<b>Service Area:</b> Housing Services	<b>Section:</b>	<b>Date of Initial assessment:</b>	<b>Key Person responsible for assessment:</b>	<b>Date assessment commenced:</b>
<b>Name of Policy to be assessed:</b>		Housing, Homelessness and Rough Sleeping Strategy 2023-28		
<b>1. In what area are there concerns that the policy could have a differential impact</b>	Race ✓	Disability ✓	Age ✓	
	Gender reassignment ✓	Religion or Belief ✓	Sexual Orientation ✓	
	Sex ✓	Pregnancy and Maternity ✓	Marriage & Civil Partnership ✓	
<b>Other strategic/ equalities considerations</b>	<ul style="list-style-type: none"> <li>• Oxford City Council Strategy</li> <li>• Equality, Diversity and Inclusion Strategy</li> <li>• Financial Inclusion Strategy</li> <li>• Zero Carbon Plan</li> <li>• Partnership Action Plan</li> <li>• Thriving Communities Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Asset Management Strategy</li> <li>• People Strategy</li> <li>• Oxford Local Plan</li> <li>• Oxfordshire Homelessness and Rough Sleeping Strategy</li> <li>• Oxford Economic Growth Strategy</li> <li>• City Centre Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Medium Term Financial Plan</li> <li>• HRA Business Plan</li> <li>• Green Space Strategy</li> <li>• Financial Inclusion Strategy</li> </ul>	

## 2. Background:

Give the background information to the policy and the perceived problems with the policy which are the reason for the Impact Assessment.

Homelessness strategies set out how a council and its partners are to prevent homelessness, ensure that sufficient accommodation and support is available for people who are or may become homeless, and seek to prevent them becoming homeless again. There is a legal duty for councils to publish a homelessness strategy based on the results of a homelessness review at least every five years. The national Rough Sleeping Strategy further requires local authorities to include rough sleeping in their homelessness strategies. A housing strategy sets out a council's vision for housing in the local area, in particular affordable housing, but also covers our role as a social landlord, and the private rented sector. There is no legal obligation for a council to have a housing strategy in place, but it is good practice to have one, and in particular for Oxford which faces significant housing challenges.

The development process for Oxford's new Housing, Homelessness and Rough Sleeping Strategy started in early 2021, when we started working on a review of homelessness in Oxford and the wider evidence base. A homelessness review is a comprehensive examination of homelessness in a local authority area, which is carried out to inform the creation of homelessness strategy for that area. The purpose of the review is 'to determine the extent to which the population in the district is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available to prevent and tackle homelessness' (Homelessness code of guidance for local authorities, Chapter 2, paragraph 2.15). Because our strategy will cover housing and homelessness, the homelessness review has been joined with information on housing to ensure a full strategy evidence base is created.

The review and evidence base includes information about numbers of homeless people and families who are homeless, and how services have performed to support homeless people, as well as data on protected characteristics for the people we are providing services. It also includes wider housing issues, such as the Council's role as a social landlord, what's happening in the private rented sector, the plans to build more affordable housing in the future, and the need to tackle the role housing plays in carbon emissions.

The comprehensive review and evidence base has underpinned and informed the of Oxford's Housing, Homelessness and Rough Sleeping Strategy that sets out the Council's strategic response to prevent all forms of homelessness and tackle the housing challenges the city faces. Formulating a strategy affects all of the communities in Oxford and if we do not use enough or accurate data and information, or interpret this in the correct way, our strategy, and policies and procedures developed under it, may have unintended negative effects on people with protected characteristics.

	<p>As our strategy is based on research, data and information into the community needs for housing, including disability needs, gender, family housing needs and risk of homelessness, we have been able to use this understanding to ensure our housing strategy meets their needs.</p> <p>A 6 week public consultation on the draft strategy was launched in November 2022, to establish if we had set the right comments to achieve our priorities within the strategy. We also asked respondents if they had any feedback on the Equality Impact Assessment completed for the draft strategy. All feedback received from the consultation was carefully reviewed and amendments have been made to the Strategy where appropriate. Following the consultation, we have also developed an Action Plan which sets out how we will achieve our commitments and this document will be used to review our progress over the 5 year strategy period.</p> <p>This Equality Impact Assessment has been updated following the consultation and amendments to Strategy and accompanying action plan.</p>
<p><b>3. Methodology and Sources of Data:</b></p> <p>The methods used to collect data and what sources of data</p>	<p>The review and evidence base, which has informed the strategy, was initially conducted over a period of 6 months, from early 2021 to summer 2021. It has since been updated to incorporate more recent data, national and local developments as well as feedback from consultation on the review and evidence base carried out during summer 2021.</p> <p>We have used a large number of sources, including statutory homelessness statistics, internal data bases, Census data, data from the Office for National Statistics, research carried out by renowned national homelessness organisations and charities, and national policies to compile and then analyse the information.</p> <p>We have compared the findings of this homelessness review with older sets of data for Oxford, such as the evidence base for previous Housing and Homelessness Strategy. We have done this so that we see local and national trends.</p> <p>All our sources are referenced in the review and evidence base.</p>
<p><b>4. Consultation</b></p> <p>This section should outline all the consultation that has taken place on</p>	<p>An important part of gathering additional information and making sure that we had not missed any vital data or information, or that we had interpreted information wrong, was to hold a public consultation on the review and evidence base.</p>

the EIA. It should include the following.

- Why you carried out the consultation.
- Details about how you went about it.
- A summary of the replies you received from people you consulted.
- An assessment of your proposed policy (or policy options) in the light of the responses you received.
- A statement of what you plan to do next

#### **How we consulted**

Our approach to this statutory consultation was comprehensive and included:

- An online public survey
- Launched a social media campaign to promote the consultation, advertised the consultation on our choice-based lettings website and included a recording on our telephone lines.
- Held 3 in-person stakeholder events, focussing on different priorities within the draft Strategy
- Held an online stakeholder event, covering all 5 priorities
- We worked with colleagues across the communities' team and attended community events to discuss priorities within the draft strategy and encourage feedback from residents of Oxford.
- Held a session with individuals who have lived experience of homelessness
- Attended a meeting with Tenant Ambassadors
- Held a Member's briefing
- The Economic Development Team encouraged attendees of the Economic Growth Board to engage with the consultation
- Details of the consultation were included in newsletters that are circulated to businesses and partners operating in the City Centre.

In total, we had 103 responses to the online survey. Headlines from online survey responses:

- 75% of responses were made by members of the public<sup>1</sup>. The majority – 73% whom were Oxford residents.
- 46% of respondents described themselves as female; 44% as male; 7% preferred not to say; 4% did not answer.
- 67% of those who responded to the survey were over the age of 45. The largest individual age group was 45-54, with 22% of respondents.
- Respondents overwhelmingly identified themselves as being 'White British' – 67%. In total 81% of respondents stated that they 'white' best described their ethnic group.

<sup>1</sup> Not all 103 respondents responded to all questions in the survey. The answer rate is therefore based on the total number of responses for the relevant question.



- 24% of respondents stated that their day-to-day activities are limited because of a health problem or disability.
- Four stakeholder workshops took place in November and December 2023. A total of 60 individuals attended the workshops from 27 different statutory and non-statutory organisations. This included Housing Associations, County Council, community groups, third sector organisations, mental health services, supported accommodation providers and many more.

Overall, the response to the draft vision and emerging priorities was positive, both through the online consultation and feedback at the stakeholder events. With between 74% and 85% of online respondents agreeing or strongly agreeing with what we want to do.

We also asked if respondents had any comments or feedback on the Equality Impact Assessment for the draft strategy. Only 27 individuals responded to this question. We had a mixture of responses with some respondents saying they thought it was good and others saying they didn't, and equally conflicting opinions on whether the data was useful.

Following a comprehensive review of all responses to the consultation, along with a reflection on the demographics of those individuals who responded to the consultation, we made amendments to our Strategy and developed our action plan. The Action Plan sets out what we will do to achieve our commitments and will be reviewed on an annual basis.

We have a dedicated section within our Action Plan, focusing on Equality, Diversity and Inclusion. This sets out our commitments over the next 5 years which are detailed in section 5.

Summary of key equalities related identified in the review and evidence base that we will introduce mitigations for include:

- Housing is unaffordable for many in the city
- We hold little data on people with certain characteristics, such as the LGBT community and we do therefore not know the full extent of how this group is affected by homelessness
- The Black community is overrepresented in homelessness cases compared to the overall share of the population in Oxford
- Males are over represented in rough sleeping instances compared to the overall share of the population

	<ul style="list-style-type: none"> <li>• A large proportion of those we owe a duty towards as well as rough sleepers, have physical and/or mental health disabilities.</li> <li>• A large proportion of those we owe a homelessness duty towards are in reception of benefits in relation to disability.</li> </ul>									
<p><b>5. Assessment of Impact:</b> Provide details of the assessment of the policy on the six primary equality strands. There may have been other groups or individuals that you considered. Please also consider whether the policy, strategy or spending decisions could have an impact on safeguarding and / or the welfare of children and vulnerable adults</p>	<table border="1" data-bbox="763 472 2197 874"> <tr> <td data-bbox="763 472 1375 576"> <p><b>Race</b> Positive</p> </td> <td data-bbox="1375 472 1874 576"> <p><b>Disability</b> Positive</p> </td> <td data-bbox="1874 472 2197 576"> <p><b>Age</b> Positive</p> </td> </tr> <tr> <td data-bbox="763 663 1375 767"> <p><b>Gender reassignment</b> Positive</p> </td> <td data-bbox="1375 663 1874 767"> <p><b>Religion or Belief</b> Positive</p> </td> <td data-bbox="1874 663 2197 767"> <p><b>Sexual Orientation</b> Positive</p> </td> </tr> <tr> <td data-bbox="763 767 1375 874"> <p><b>Sex</b> Positive</p> </td> <td data-bbox="1375 767 1874 874"> <p><b>Pregnancy and Maternity</b> Positive</p> </td> <td data-bbox="1874 767 2197 874"> <p><b>Marriage &amp; Civil Partnership</b> Positive</p> </td> </tr> </table> <p>Following the consultation into our draft strategy and accompanying EIA we have developed the work streams detailed below. These will enhance our services and inform future service development, the strategy will therefore have a positive effect on the community as a whole including those persons with protected characteristics.</p> <ul style="list-style-type: none"> <li>• Work with colleagues across the Council throughout the life of the Housing, Homelessness and Rough Sleeping Strategy to deliver the Council's commitments set out in the Equality, Diversity and Inclusion Strategy, including: <ul style="list-style-type: none"> <li>○ ensuring that we understand issues that disproportionately affect specific groups and may lead to homelessness;</li> <li>○ work with communities to address such issues to better prevent homelessness;</li> <li>○ review and improve how we engage with our tenants and leaseholders and ensure that inclusion is at the heart of this;</li> </ul> </li> </ul>	<p><b>Race</b> Positive</p>	<p><b>Disability</b> Positive</p>	<p><b>Age</b> Positive</p>	<p><b>Gender reassignment</b> Positive</p>	<p><b>Religion or Belief</b> Positive</p>	<p><b>Sexual Orientation</b> Positive</p>	<p><b>Sex</b> Positive</p>	<p><b>Pregnancy and Maternity</b> Positive</p>	<p><b>Marriage &amp; Civil Partnership</b> Positive</p>
<p><b>Race</b> Positive</p>	<p><b>Disability</b> Positive</p>	<p><b>Age</b> Positive</p>								
<p><b>Gender reassignment</b> Positive</p>	<p><b>Religion or Belief</b> Positive</p>	<p><b>Sexual Orientation</b> Positive</p>								
<p><b>Sex</b> Positive</p>	<p><b>Pregnancy and Maternity</b> Positive</p>	<p><b>Marriage &amp; Civil Partnership</b> Positive</p>								

	<ul style="list-style-type: none"> <li>○ use our programme of capital investment to set an example of high standards and inclusive design and planning for social housing.</li> <li>• Conduct comprehensive equality impact assessment for new key policies and working practises, such as the Tenancy Strategy and the Allocation Policy, to ensure truly fair access to our services for those with protected characteristics</li> <li>• Engage better with key community groups to address issues that disproportionately impact specific groups in our community and lead to homelessness. We will also help them provide feedback and help shape our services.</li> <li>• Improve our data collection so that we can better understand the impact of homelessness on people with certain characteristics, such as the LGBT community; use this data to inform service development</li> <li>• Seek to understand better why black people and their families living in Oxford are disproportionately made homeless, and engage with service users, in order to improve our services to combat this trend.</li> <li>• Routinely report and use data to understand shifts in the profiles of persons that we support in relation to homelessness in order to make sure that any significant changes are not due to inaccessibility</li> <li>• Ensure that we understand and respond to issues that disproportionately impact specific groups in our community and lead to homelessness, by improving the data that we collected and using this data to inform service delivery.</li> <li>• Review and improve how we engage with our tenants and leaseholder, ensuring that inclusion is at the heart of this engagement.</li> <li>• Consider the needs of the travelling community, and work in partnership with our neighbouring authorities to commission a new study of need for the period up to 2040.</li> <li>• Complete a review of all current information and advice given to customers. To ensure that information and communication is accessible, through using a range of mediums and accessible language.</li> <li>• Provide training for all Housing Services staff to ensure to ensure they are all skilled and confident in delivering services.</li> <li>• Work with Human Resources partners to have a workforce that as a whole reflects Oxford's diverse population.</li> </ul>
<p><b>6. Consideration of Measures:</b></p> <p>This section should explain in detail all the consideration of alternative</p>	<p>There are no known adverse equality impacts of the strategy or work streams coming out of this. The measures and work streams under the Housing, Homelessness and Rough Sleeping Strategy will have positive impacts on all groups of the community and therefore no mitigation measures have been put into place.</p>

approaches/mitigation of adverse impact of the policy					
<b>6a. Monitoring Arrangements:</b>  Outline systems which will be put in place to monitor for adverse impact in the future and this should include all relevant timetables. In addition it could include a summary and assessment of your monitoring, making clear whether you found any evidence of discrimination.		Progress against the action plan will be monitored quarterly, including qualitative commentary.  The action plan will be reviewed and updated annually to ensure that it is still relevant, there is focus on yearly actions and progress, and actions can be amended if necessary. To help inform the annual review of the action plan, key sets of data will also be monitored throughout the year.  We will keep monitoring the main homelessness data sets, and as stated above, introduce others where we do not have sufficient information at present, to see trends and put in place mitigations if we discover that any measures introduced under this strategy is adversely affecting certain groups in Oxford's communities.			
<b>7. Date reported and signed off by Cabinet:</b>					
<b>8. Conclusions:</b>  What are your conclusions drawn from the results in terms of the policy impact		That we adopt and deliver the Housing, Homelessness and Rough Sleeping Strategy in order to address the inequality gaps that are created due to the unaffordability of housing in the city.			
<b>9. Are there implications for the Service Plans?</b>	NO	<b>10. Date the Service Plans will be updated</b>	Spring 2024	<b>11. Date copy sent to Equalities Lead Officer</b>	
<b>13. Date reported to Scrutiny and Executive Board:</b>		<b>14. Date reported to Cabinet:</b>	10 <sup>th</sup> July 2024	<b>12. The date the report on EqlA will be published</b>	10 <sup>th</sup> July 2024

Signed (completing officer)

Signed (Lead Officer)

**Please list the team members and service areas that were involved in this process:**

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Appendix 3: Risk Register

					Date Raised	Owner	Risk Rating				Comments	Controls							
Title	Risk description	Opp/ threat	Cause	Consequence			Gross		Current			Residual		Control description	Due date	Status	Progress %	Action Owner	
					I	P	I	P	I	P									
143	Sudden significant changes in local and national context	Strategy, or part of strategy, action plan, and review/evidence base, outdated before public consultation process starts.	T	The council faces significant challenges at present, in particular in relation to the economy, high homelessness demand and changes in regulations and there is uncertainty over the short and long term impacts on the organisation and our ability to meet commitments in the Strategy.	Strategy, or part of strategy, and review/evidence base becomes out of date, meaning changes have to be made to strategy and review/evidence base, and commitments under the strategy, to make it relevant to a new context.	23/5/2024	Amie Rickatson	3	3	2	2	2	2		The strategy development process allows for flexibility so that we can adapt and update the relevant documents if necessary. Cabinet has been asked to delegate the authority to the Executive Director of Communities and People, in consultation with the Cabinet Member for Housing, to make updates to the draft strategy and strategy evidence base ahead of the public consultation launch to facilitate relevant and necessary changes to be made.	ongoing	ongoing	80%	Amie Rickatson

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**To:** Cabinet  
**Date:** 10 July 2024  
**Report of:** Executive Director (Communities and People)  
**Title of Report:** Procurement of Emergency Temporary Accommodation Framework and update on rising homelessness temporary accommodation demand, and mitigations

Summary and recommendations	
<b>Purpose of report:</b>	To (i) seek authorisation to procure an Emergency Temporary Accommodation Framework; and (ii) update Cabinet on increasing levels of homelessness use of temporary accommodation and mitigations in Oxford
<b>Key decision:</b>	Yes
<b>Cabinet Member:</b>	Councillor Linda Smith, Cabinet Member for Housing and Communities
<b>Corporate Priority:</b>	More Good Affordable Homes
<b>Policy Framework:</b>	Housing, Homelessness and Rough Sleeping Strategy 2023-2028

<b>Recommendations:</b> That Cabinet resolves to:	
1.	<b>Approve</b> the establishment of a framework under the Public Contracts Regulations 2015 for the Procurement of Emergency Temporary Accommodation;
2.	<b>Delegate authority</b> to the Executive Director (Communities and People) to agree the final structure of the Emergency Temporary Accommodation Framework and appoint successful suppliers to all lots on the Framework;
3.	<b>Delegate authority</b> to the Executive Director (Communities and People) to procure and award individual contracts through the Emergency Temporary Accommodation Framework in excess of £1 million;
4.	<b>Note</b> the implementation of a new Private Sector Leasing Scheme to increase Temporary Accommodation supply and note that leases will be negotiated with Housing Associations where appropriate to release additional units;

- 5 **Note** the development of further mitigations, including the de-designation of certain housing stock for use as Temporary Accommodation; longer-term capital investment to increase supply of Temporary Accommodation; and work with Ox Place to increase the supply of move on accommodation.

<b>Appendices</b>	
Appendix 1	Risk Register

### **Introduction and context**

1. Oxford City Council has a statutory duty to provide interim accommodation for households whom the authority has reason to believe are eligible, homeless and in Priority Need as prescribed under housing legislation.
2. The rate of homelessness in Oxford over the last 18 months has significantly increased, with the Council experiencing the highest levels of homelessness in Oxford seen for many years, leading to more placements into Temporary Accommodation.
3. The Council currently owns and manages 134 properties in its Temporary Accommodation stock. These are houses and flats around the City and in surrounding towns that households can live in typically for 6-12 months when homeless, ahead of rehousing to long term accommodation in the social and private sectors.
4. If the Council is unable to source enough of its own accommodation to provide Temporary Accommodation, to perform its statutory obligation, it must source additional accommodation, including utilising hotel and Bed and Breakfast accommodation. This is normally to cater for very short-term increases in demand, or emergencies.
5. Due to the ongoing high rate of placements into Temporary Accommodation, the Council's own Temporary Accommodation stock is not sufficient to meet demand, resulting in a significantly higher reliance on hotels. The increase in hotel use has resulted in significant financial pressure on the Council, on an ongoing basis. It also means the Council is forced into providing hotel accommodation while it sources alternative accommodation.
6. To address this challenge, this report sets out several complementing mitigating measures which if implemented successfully will bring down costs in the short and longer term, while ensuring we continue to deliver our statutory duties for homeless people.

### **Rising Homelessness**

7. Over the last 12 to 18 months an unprecedented rise in statutory homelessness has been observed in Oxford, which is very much in line with the national picture. The number of homelessness duties accepted in 23/24 was up 90% compared to 2021/22, while the placement rate has increased 170% in the same time period.

This has overwhelmed the Council's ability to both prevent homelessness and rehouse people and resulted in a 128% increase in TA use since 21/22. With insufficient TA stock for this increase in demand, the number in hotel and BnB accommodation has risen from 2 to 123 in two years. Full details can be found below in table one.

Table one – Homelessness and TA data in Oxford

	21/22	22/23	23/24
Homelessness Duties accepted	391	439	743
TA placement rate average	3.42 per week	4.30 per week	9.25 per week
Total number in TA at year end	108	116	246
Total number in hotel/BnB accommodation at year end	2	12	123

8. The drivers of increasing statutory homelessness are varied. Council data shows large increases in private-rented sector evictions, family and friend evictions, evictions from Home Office accommodation, and homelessness because of domestic abuse. It's likely the cost-of-living crisis, increasing interest rates, and rapidly rising rents have led to the increases in evictions. Within these reasons the Council has experienced a large rise in the number of single adults who meet the legal definition of "priority need", and therefore require accommodating, adding to pressure.
9. Different forms of homelessness can be included within the definition of statutory homelessness, such as family evictions, individuals leaving hospitals, prison and Home Office accommodation without a home, people being asked to leave by friends and family, and rough sleeping. All those placed in TA meet the legal threshold for placement, and are mostly made up of families, and singles who meet the definition of "priority need", such as due to health or disability.
10. Both the number of families and singles have increased in TA over the past 18 months. The number of families in TA peaked around January 2024, and has since been slowly falling, largely because of our ability to provide more TA move on accommodation (explained later in the paper). Singles are more of a challenge to provide sufficient move on accommodation for, due to a lack of supply of 1-bed accommodation. The number of singles in TA continues to rise rapidly, and the Council is currently dependent on sourcing hotel accommodation. This is because relative to demand, the Council has less one bedroom accommodation in the city available for TA and move on accommodation. This has resulted in 67% of people

in hotels being single adults, as opposed to 27% families with children (the rest being couples and families with non-dependants).

11. These trends are being observed across the Southeast of England and in the wider country. Our Oxfordshire neighbouring authorities also report increases in their Temporary Accommodation use. The LGA reported at the end of last year that temporary accommodation numbers have reached a record high nationally, since records began in 1998. Central Government data shows amongst the Council's local authority peer group (of Council's with similar demographic and housing markets) the Council still experiences one of the lowest per head TA uses in the group, demonstrating the scale of the issue nationally and across local government.
12. The Council continues to experience a high rate of presentation and placement of Temporary Accommodation. Modelling suggests that the numbers in TA will further increase over the next 6 months, particularly for singles, despite the mitigations already delivered (outlined later in the paper). Therefore, it is essential that the Council now takes further steps to increase the supply of temporary accommodation to lower hotel use and increase move on supply to move people out of TA more quickly.

### **Action Already Taken to Increase Temporary Accommodation Supply**

13. The Council has already transferred approximately 25 units of Council owned stock to be used for TA on 23/24, with a provision for further units to be transferred over the coming months.
14. Officers, working closely with the Council's Housing Company OX Place are also exploring longer term capital investment schemes to deliver high standard and purpose-built temporary accommodation in the city. This includes office to residential conversions and other possible acquisitions. As these plans reach more advanced stages these proposals will return to Cabinet for consideration, in line with the Council's constitution and any planning requirements.
15. To increase Temporary Accommodation supply further, the Council is establishing a new Private Sector Leasing (PSL model). A well-established model in other Local Authorities, officers are in the process of agreeing leasing arrangements with several Landlords in the City to take on the management of additional units to then be provided as TA for homeless people. The current aim is to secure 60 units by the end of 2024, with 22 units secured so far. This model is considerably cheaper than hotel use and offers better living conditions than a hotel room. The scheme is projected to save the Council in the region of £1m annually once up to 60 units and is funded from existing budgets. Where Cabinet authority is required to approve lettings, these will be referred to Cabinet.
16. Officers are also considering options, subject to legal advice, to increase Council Temporary Accommodation stock by using existing housing stock differently. Several residential buildings owned by the City or Housing Associations in the city have been identified as being in relatively low demand, at the end of viable life, and requiring redevelopment. The proposal being considered is, following consultation with residents, decanting accommodation scheduled for redevelopment early and re

use for TA. Where such properties are existing Housing Association sites, negotiations on leasing them would need to be undertaken, and Cabinet should note that where appropriate, officers will either enter lease agreement according to their existing delegations or return to Cabinet for further approvals. The possible sites identified could deliver a potential increase of 90 units of Temporary Accommodation to help combat the increased demand and cost.

### **Preventing Homelessness and Increasing Supply of Move on Accommodation**

17. Alongside increasing Temporary Accommodation supply. It is important the Council increases its activity to prevent homelessness and to increase move on from Temporary Accommodation to permanent accommodation, to support our clients and lower TA demand.
18. Following a top up grant from central government of £401,492, more Homelessness Prevention Grant will be spent this year on the Council's statutory prevention services, including bolstering staff in our Housing Options and Homelessness Prevention teams. This investment will help to lower staff caseloads, allowing earlier and more intense support for clients, and will bring in more routine home visits to better support clients in their current accommodation in case of family and friend evictions. It is expected to help lower the TA placement rate.
19. To increase move on options for people in TA, the Council has increased access to the private rental sector (PRS) by reviewing existing access schemes and making several changes to attract new and retain existing private landlords. These changes have resulted in 51 additional PRS lets resulting in a 58.62% increase in PRS supply from the previous year.
20. To increase supply for family units' officers have made changes using delegated powers to the social housing lettings plan, which has increased the amount of social housing used to rehouse homeless households. This was done in line with guidance from DLUHC and best practice reviews from other Local Authorities facing similar demand. This has resulted in higher levels of supply going to TA move on for families, mitigating overall TA need.
21. The Council are exploring with OX Place, the Council's housing company, innovative ways for the company to source more affordable private rental accommodation for homeless clients. As plans develop, we may need to return to Cabinet later in the year for approvals.

### **Central Government Support**

22. Cabinet should also be aware that due to ongoing high levels of homelessness the city is experiencing, and the rapidly rising hotel costs, the Council has made representations to Central Government, alongside other Local Authorities, to highlight this crisis, and call for additional support for Councils to meet the needs of homeless people. There has been a modest top-up to the Homelessness Prevention Grant this year that has been used to fund prevention services, and the Local Housing Allowance has increased meaning low-income renters can access a bit more Universal Credit to help pay their rent, but the Council believes more support is needed to help us meet the challenge.

## **Procurement of Framework for Emergency Temporary Accommodation**

23. While demand for Temporary Accommodation remains high and new supply takes time to deliver, the Council will need to continue to make use of hotel and BnB accommodation. Due to the ongoing volume and cost of hotel use, the Council needs to establish a new Emergency Temporary Accommodation Framework to enable it to award contracts, in an open, fair and transparent way.
24. It is expected that the new procurement approach will have several benefits, such as: efficiencies in process and procedures freeing up capacity in operational teams, provide further assurance on accommodation quality whilst also ensuring compliance with procurement law.
25. There will be 4 lots on the framework to cover the Emergency Temporary Accommodation Provision required.
- Lot 1: Emergency Accommodation for Higher Risk Adult Singles and Couples
  - Lot 2: Emergency Accommodation for Families.
  - Lot 3: Emergency Accommodation for Adult Singles and Couples.
  - Lot 4: Emergency Self Contained Accommodation for all Households.
26. The Framework will be procured in compliance with Part 19 of the constitution and relevant procurement legislation. The specification requires suppliers to be accredited and trained to ensure industry standards are met. A pre-qualification stage will be used to ensure that suppliers meet the requirements, and all necessary qualifications are met.
27. Following submission of tenders, the successful suppliers will be appointed to the Framework on the relevant lot(s). Once this is done the Framework can be used to award call-off contracts. It is proposed for there to be option to purchase rooms on an individual basis but also to block purchase rooms where the need requires. The Framework, especially block purchasing, should also help the Council obtain the best value when it procures hotel and BnB accommodation.

## **Financial implications**

28. The current levels of homelessness demand and need for temporary accommodation is a significant risk to the current Medium Term Financial Plan. The exact cost continues to fluctuate due to changing hotel rates, but current estimates of cost overspend is £2.8m annually, with projections for this to rise to £3.2m in 6 months due to a further increase in placements, even if further progress is made to start bringing more PSL and decanted units in to use to reduce hotel use. Provision for these ongoing costs will need to be made in the Council's budget for two further years as the mitigations in this paper will take time to deliver the required number of units.
29. Any overspend in the financial year 24/25 will be funded from reserves and balances.

30. It should be noted that the mitigations outlined in this paper have already delivered large cost avoidance for the Council, such as increasing private and social housing move on, and council owned housing stock being used as TA. We estimate hotel costs could have been up to £6m more annually, without having delivered these existing mitigations.
31. Current projections of the annual overspend between 2024/25 and 2026/27 are circa £3.3 million per annum – a pressure of circa £10million against the current approved MTFP.

### **Legal issues**

32. Under Parts 4.5(10) 4.5 (11) and 19 (22) of the Constitution Cabinet is responsible for the decisions set out in the recommendation. Under section 9E (3) (c) of the Local Government Act 2000 Cabinet is empowered to delegate its functions to officers.
33. The establishment of the proposed pseudo framework is permitted and required under the Public Contract Regulations 2015. Hotel accommodation is part of the light touch regime which affords the Council more flexibility with the design and operation of the proposed Framework. The Framework's procurement and award of contracts under it once established will need to comply with the Council's Constitution and the relevant part of the Public Contract Regulations 2015. Any decision to award a contract of £1 million or greater will be a Key Decision and will need to comply with the procedure for taking Key Decision set out in the Council's Constitution.

### **Level of risk**

34. See Risk Register Attached under Appendix 1.

### **Equalities impact assessment**

35. It is advised that a full Equality Impact Assessment (EqIA) is unnecessary for the proposes of this report as the decision made here will not have a direct impact on vulnerable groups identified in the Equality Act 2010.
36. A full Equality Impact Assessment must be carried out at the start of any and each decision that will be made when the procured framework will be used as at such a point it will impact people with protected characteristics. The Equality and Human Rights Commission outlines key equality guidelines on how to procure more inclusively It is advised that this guidance is understood before decisions are made. The series of mitigations to help bring Temporary Accommodation use down are aligned to the Council's Housing, Homelessness and Rough Sleeping Strategy which has been subject to a full equality impact assessment.
37. The decisions to be taken under this report relate to procuring a Framework through which the Council can purchase Emergency Temporary Accommodation such as hotel rooms. There is no adverse impact on equalities expected from such a procurement.

## Carbon and Environmental Considerations

38. There are few environmental considerations arising directly from this report. Any property purchased, reused or leased for Temporary Accommodation will comply with the Decent Homes Standard, Housing Health & Safety Rating System (HHSRS) and be compliant with regulatory requirements.

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**Background Papers:** None



Risk Register

# Appendix 1

Temporary Accommodation

As at: 07/06/2024

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						
1	Increased demand for TA	Demand on Statutory Housing Services continue to Increase	Threat	External factors such as, Cost of Living Crisis, Legislation Changes, War & Resettlement Schemes, Private Sector Evidions	The increased pressure on Statutory Homeless Services could lead to an increased demand on Temporary Accommodation supply and Council budgets. Large overspends	Reduce	24/05/24	Richard Wood	5	5	4	4	16	3	3	The proposed mitigations of increasing Temporary Accommodation Supply, Prevention outcomes and Move on opportunities will help combat the risk of New or increased pressure on Statutory Homeless Services	Ongoing	Ongoing	20%	Richard Wood	
2	Service Failure	Failure to comply with Statutory Homeless Duties in accordance with Legislation and guidance	Threat	Services become overwhelmed and become unable comply with Statutory Duty and Guidance and Corporate Standards.	Increased Homelessness, Legal Appeals, increased costs and reputational damage to the Authority.	Avoid	24/5/24	Richard Wood	4	4	3	3	9	2	2	The Authority have experience of delivering services, the Council will continually monitor service delivery. This includes operationally delivering on the proposed mitigations in this report. Additional Resources being recruited to support increased demand on Officers, Corporate well-being guidance and tools along with Staff development and training. Offering competitive salaries in the market place.	Ongoing	Ongoing	20%	Richard Wood/ James Pickering	
3	Under performance to procurement specification	Suppliers don't deliver expected outcomes for providing Emergency Housing	Threat	Inadequate monitoring or inappropriate service measures applied	Increased spend & Inability to comply with Statutory Homeless Duties, complaints from residents and reputational damage.	Avoid	24/05/24	Kieran Edmunds	3	3	3	3	9	2	2	Service measures agreed in partnership with providers. Robust monitoring regime put in place and regularly reviewed	01/04/25	In Progress	20%	Kieran Edmunds	
4	Failure of service delivery (Procurement Regulation)	Not being able to appoint successful suppliers to a Framework, leading to increased costs which are not compliant with Procurement and Financial regulation.	Threat	Increased costs paid towards supplies without a Framework being run, meaning the Authority must apply for Exemptions. An ineffective and uncompetitive tender process leading to a lack of suitable providers making an application.	Breach of Procurement and financial regulation.	Avoid	24/05/24	Kieran Edmunds	3	3	3	3	9	1	1	Working with Procurement, Legal and Technical experts to ensure to Tender process is done effectively to ensure Suppliers bid for the Temporary Accommodation Contract Award	11/01/24	In Progress	30%	Kieran Edmunds	
5	Failure to deliver mitigations	Not being able to ensure the Mitigations proposed are delivered on within key target and time frames.	Threat	Inability to source enough Lease Agreements to establish PSL Model. Not able to deliver wider mitigations to increase stock.	Mitigations being delayed or not realised increasing the demand on Statutory Service and Costs to the Local Authority.	Avoid	24/05/24	Richard Wood	4	5	3	3	9	3	3	Ensuring a competitive offer for PPRS Landlords and a having a detailed Procurement Strategy, effective governance oversight, Additional resource to deliver mitigations.	01/04/25	In Progress	20%	Richard Wood	

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Measure	Measure	Reporting Frequency	2022/23	2023/24			RAG Rating
Corporate or Service KPI	Description		EOY result	Target EOY	Results at end of Q4 (March 2024)	Comments	
Corporate	Number of rough sleepers without an offer of accommodation	Quarterly	34	30	32	At the end of March 2023, 39 individuals were estimated to be sleeping rough in the City on a single night. 32 of these individuals did not have an accommodation offer. This is an increase from 23 at the end of Q3, and highest since July 2023. We have seen an increase in the number of individuals new to rough sleeping in the City over the quarter, which contributes to this increase. We have a good offer in place for persons new to rough sleeping through the Somewhere Safe to Stay (SStS) service and a large proportion of the individuals new to rough sleeping have only been seen sleeping rough once, before being assisted to find alternative solutions. The largest group of people rough sleeping in the City continues to be long term rough sleepers or those returning to rough sleeping. Access to supported accommodation for this group continues to be difficult, with long waiting lists. We are working to improve referral and access criteria for supported accommodation to address this challenge. We also continue to see people with no recourse to public funds and options for this group remain limited, our outreach team continue to work with other support agencies to assist these individuals. Over the last few months, there has been a steady increase in the number of individuals rough sleeping due to being asked to leave Home Office accommodation in the City. The outreach team works with all relevant agencies, including a 2-weekly multi-agency meeting, to offer support to these individuals. There is also dedicated support from other agencies such as Asylum Welcome and our own Options Team for individuals being asked to leave Home Office accommodation.	Red

Service	Households in temporary accommodation	Quarterly	117	120	<b>247</b>	<p>At the end of March 2023, we had 247 households in Temporary Accommodation (TA). In 2023/24 we made a total of 490 placements in TA, this is compared to a total of 228 in 2022/23 and 181 in 2021/22 and shows the significant increase in demand we have seen over the last 12 months. The main causes of homelessness at the relief stage throughout 2023/24 were, end of PRS tenancies, evictions from family accommodation and domestic abuse, followed by evictions from Home Office accommodation. The last few quarters saw an increase in evictions from Home Office accommodation, which is impacting on TA and rough sleeping numbers. To ensure that we can meet the increase TA demand and reduce the use of costly nightly charge accommodation, we are;</p> <ul style="list-style-type: none"> <li>- Continuing procure further Private Sector Leasing units</li> <li>- Increasing our staffing levels to extend our homeless prevention efforts</li> <li>- Expanding the size of our temporary accommodation stock by utilising Council-owned homes differently</li> <li>- Increasing the supply of housing going to homeless families</li> <li>- Continuing to explore long term capital investment programmes to increase overall TA stock.</li> </ul>	Red
Service	Households in temporary accommodation 12+ months (12 months or more)	Quarterly	24	7	<b>15</b>	<p>We have delivered significant progress this year in bringing down the length of stay in TA. While the target of 7 households in TA over 12 months was not reached, the numbers in TA long term has continued to decline, and long term stays in TA as a share of the whole stock is down significantly as overall TA number have risen. We continue to work in a co-ordinated and joined up way to move households from TA as quickly as possible, working with other agencies and sourcing accommodation for move on. The next year will be more difficult, as many of the increased placements this year approach the 12 month date, we are likely to struggle to keep up with the demand for move on in the next period, and numbers over 12 months are likely to rise, in particular for single adults who we struggle to source sufficient accommodation for.</p>	Red

Service	Prevention Duty outcomes - number of cases where we have secured accommodation for 6+ months at end of Prevention Duty	Quarterly	63%	60%	<b>54.40%</b>	The rapid increase in approaches to homelessness services has stretched resources within the team. Officers have experienced increased caseloads, and there are fewer housing options open for clients as rents increase. Of the housing stock we do have access to we often have to prioritise those lets to households already homeless as demand has increased. Despite this we are still seeing good results at the prevention stage with 54% of closed prevention cases ending in alternative accommodation being secured. The raise in LHA rates to the 30th percentile should improve access to the Private Rented Sector. A number of new members of staff have been recruited to help better meet the demand and focus on the prevention of homelessness, this is allowing us to decrease officer caseloads and increase home visits which should help prevention outcomes in the months ahead.	Red
Service	Prevention Duties accepted	Quarterly	206	230	<b>310</b>	Over the last 12 months we have actively worked to increase the number of prevention duties accepted following DLUHC guidance and changes to funding allocation linked to the number of duties accepted. The increase is also reflective of the increase in demand on homelessness service we and other LA's are experiencing. We will be looking to recruit additional resource to Housing Needs teams to ensure we can manage this increase in demand whilst increasing our prevention activity. Evictions from the private rented sector continue to be our largest cause of homelessness at the prevention stage.	Green

Corporate	Total number of affordable homes completed in Oxford	Annually	397	NA - set for end of March 2026	<b>123</b>	<p>The Council has a corporate target of completing 1,600 affordable homes, across all tenures, for the next four financial years (23/24 - 26/27). As at the end of March 2024 the forecast programme is currently 1,641 homes to be delivered over this period. This has increased from Q3.</p> <p>123 affordable homes have been delivered this financial year. This comprises 87 homes at social rent tenure; 9 homes at affordable rent and 27 shared ownership homes. Note: 13 of the social rented units are refurbished and will not be included as new delivery in LAHS figures.</p>	Green

Service	% of Council owned housing stock that has an EPC rating below C (average of 95% of council homes have EPC rating of C or above by 2030)	Annually	23.60%	30%	<b>25%</b>	At the end of the financial year 25% of Council Owned Housing Stock has an EPC rating below C (or 75% with an EPC of C or higher), this percentage has been taken from stock with a lodged EPC. 13% of our homes do not currently have an EPC lodged so they have been excluded from this calculation, as our stock conditions survey programme continues, we will have a better understanding of stock condition across a larger proportion of our stock, including lodged EPCs for this 13%. As stock condition surveys have been completed throughout the year, our results for this target show a slight reduction from our EOY results from 22/23, this is due to having an improved oversight of EPC ratings across a larger proportion of stock. We have achieved our target this year having less than 30% of homes with an EPC rating below C. The energy efficiency of 316 properties (4% of overall stock) will be improved as part of the Social Housing Decarbonisation Fund in 24/25.	Green
Service	Total standard re-let time (in days)	Quarterly	89.61	25	<b>84.34</b>	<p>Performance continues to be below target. Current legionella and asbestos controls are adding up to six weeks to the overall timescale from when they keys are returned to a new tenant being signed up. Work on the end to end process has identified a number of key elements where improvements to processes have been implemented or are planned, including:</p> <ul style="list-style-type: none"> <li>- A new control procedure being developed for Legionella testing, which is expected to remove delay to work starting altogether, apart from plumbing work</li> <li>- Ongoing conversations with our contractors to reduce turnaround of surveys and reports for Asbestos.</li> <li>- Reinstating previous arrangements of tenants handing back their keys to the Contact Centre at the Library, we expect this to reduce time lost in the</li> </ul>	Red

						<p>handover of keys from 10 days to 1.</p> <p>- New processes have being implemented within the Allocations team to speed up offers.</p> <p>The changes being implemented will reduce relet times in 2024/25 but the number of void properties that have already exceeded the target relet times in the first months of the year will mean the average number of days will gradually reduce.</p>	
ODS	Percentage of emergency repairs completed on time	Quarterly	99.60%	99%	99.70%		Green
ODS	Proportion of homes for which all required gas safety checks have been carried out.	Quarterly	100%	100%	100.00%	We are currently 100% compliant with all gas safety checks.	Green
Financial Services	Rent collected (as a percentage of rent collectable)	Quarterly	99.52%	98.00%	98.16%		Green