

Appendix

Resources and Equalities Scrutiny Panel

12th March 2024

Presenter:

Jenny Lewington

Deputy Director of Housing

Aim: To identify what the housing service are doing to ensure their data has coverage of as many protected characteristics as possible. Holding equalities data enables the council to be able to provide a non-biased service to residents.

All the data supporting the summary slides is held in the appendices. There you can see data across all the DEPs for social housing for the following protected characteristics: Age, Sex, Ethnicity, Disability, Religion and Sexual Orientation. Sexual Orientation data coverage can be quite low, with many residents choosing not to disclose but we have included it where possible.

Data Sources:

All the data for social housing DEPs has come from the Northgate (NEC) system that Wolverhampton Homes use to record all of their tenant information.

For Private Sector Housing, the data comes from the IDOX system, and the ward data is derived from the 2021 Census.

Data gaps:

- For social housing, there is the option in the 'Sex' field on NEC to select 'Male', 'Female' or 'Transgender'. We are exploring the option of either adding a Gender Identity field alongside the Sex field or having more options available to choose from in the Sex field to give residents more choice over how they're identified.
- For Private Sector Housing, the ward data we have provided to show the demographic breakdowns cannot be extended to gender identify or sexual orientation. Although 2021 was the first year they asked these questions on the Census, the low numbers have meant that data needs to be withheld at lower geographies to protect people from being identified, the highest level of data we have for this information is MSOA and then City level, which we are happy to provide if required.
- At the moment the idox fields are limited, there is nowhere to record sexual orientation and there are only two gender options which are Male or Female, the only other option being unclassified. The demographic data recording on IDOX is very sparse but options can be explored here to make improvements.

Actions taken to date:

- Looking at the data to identify any disproportionality and checking the data to be able to explain the over or under representation of demographic groups.
- Considerable work to ensure the housing application process is accessible; support available online, over the phone and in person. The website is accessible, translated into various languages, read aloud technology etc.

Trends:

- The demographics data [Appendix 1] for residents on the waiting list and residents on the rehousing list at the moment is very positive because the comparisons show little to no disproportionality between the two cohorts.
- **Disability:** Only 5.5% of residents on the waiting list have a disability however, over 8% of the rehoused residents have a disability, so disabled applicants are likely to be prioritised. The only other disparity in this data is with the age groups.
- **Age:** There seems to be priority given to people over 45, all the subsequent age groups follow the same pattern of having a higher proportion on the rehousing list than the waiting list. This may be due to other factors such as those families being more likely to have dependent children or disabilities that make them a higher priority. There also seems to be quite a large disparity in the 25-34 age group, they tend to be more of those aged residents on the waiting list than being re-housed.

Future steps:

- Include an armed forces flag on NEC so we can identify the veteran population and support them with any housing needs
- Look at the age group 25-34 in more detail to understand why they're underrepresented in the rehousing list compared to the waiting list
- Reference care leavers, have queried this with WH to ensure this flag is on the system
- Customer contact and face-to-face housing advice continues to develop.
- The WH app goes live before Christmas

Social housing waiting list vs rehousing list

Appendix 9

Indicator	Group	Waiting List %	Waiting List value	Rehousing %	Rehousing value	Disparity
Age Group	16-17	0.2%	12	0.5%	6	0.3%
	18-24	18.7%	1,212	17.9%	219	-0.8%
	25-34	37.5%	2,433	29.6%	362	-7.9%
	35-44	23.6%	1,528	23.6%	288	0.0%
	45-54	10.8%	697	15.1%	185	4.4%
	55-64	5.8%	376	9.6%	117	3.8%
	65-74	2.3%	151	2.7%	33	0.4%
Sex	75-99	1.1%	69	1.0%	12	-0.1%
	Female	61.8%	4,003	60.5%	740	-1.3%
Disability	Male	38.1%	2,470	39.4%	482	1.3%
	Transgender	0.1%	7	0.1%	1	0.0%
	Yes	5.5%	356	7.7%	94	2.2%
Ethnic Group	No	94.2%	6,107	91.8%	1,123	-2.4%
	White British	45.3%	2,933	45.4%	555	0.1%
	White Other	12.7%	826	10.6%	130	-2.1%
	Black, Black British, Caribbean	8.2%	528	7.5%	92	-0.6%
	Mixed: White and Black Caribbean	6.7%	437	5.5%	67	-1.3%
	Black, Black British: African	6.1%	398	7.3%	89	1.1%
	Asian, Asian British: Indian	3.2%	209	2.6%	31	-0.7%
Religion	No Religion	32.6%	2,112	28.7%	351	-3.9%
	Christian	22.9%	1,484	21.3%	261	-1.6%
	Church of England	7.3%	476	6.4%	78	-1.0%
	Muslim	7.7%	501	9.2%	112	1.4%
	Catholic	5.0%	322	4.3%	52	-0.7%
	Sikh	1.8%	115	0.8%	10	-1.0%
Sexual Orientation	Hindu	0.9%	61	0.6%	7	-0.4%
	Undisclosed/Unknown or applicant prefers not to say	19.1%	1,239	26.9%	329	7.8%
	Heterosexual	77.5%	5,025	70.7%	864	-6.9%
	Bisexual	2.3%	147	1.6%	19	-0.7%
	Lesbian	0.8%	49	0.57%	7	-0.2%
	Gay Male	0.3%	21	0.33%	4	0.0%
Marital Status	Unknown/Blank	99.5%	1,961	98.9%	1,209	-0.6%
	Single	0.4%	7	0.8%	10	0.5%
	Married	0.2%	3	0.3%	3	0.1%
	Separated			0.1%	1	0.1%

Actions taken to date:

- Further exploration of this data set, particularly the accessibility of support to households in arrears.
- Money advice service and support fund available.
- Combining datasets with LIFT tool for extra information about households to target

Trends:

When analysing this data, we found that the main disparities were in the age and ethnic group comparisons.

- **Age:** We can see that ages 25-54 are overrepresented in the rent arrears group meaning a disproportionate number of them are struggling financially. This is likely because they have more expenses than younger or older tenants such as childcare, they may also have variable/unstable income.
- **Ethnic Group:** Ethnic minorities are slightly overrepresented in the rent arrears cohort, this may be because they struggle to access the housing service or council with queries due to things like cultural/language barriers or lack of understanding of processes. They may not know who to contact if they are suffering financial hardship. [Appendix 2]

Future steps:

- Embed KPI and performance timeframes based on the reds/ambers
- Potential to look at evictions data now that social housing evictions have been rising, understand the demographic breakdown of those people and see if there are any trends, we spot that require intervention
- Breakdown age by ethnicity to look at disparity in more detail, particularly in black ethnic groups as we know the numbers are high for that group.

Rent arrears vs all active tenancies

Indicator	Group	Rent Arrears %	Rent Arrears value	Total Active Tenants %	Total Active Tenants value	Disparity
Age Group	16-24	3.9%	305	2.0%	488	-1.9%
	25-34	20.9%	1,648	13.2%	3,245	-7.7%
	35-44	28.9%	2,282	21.5%	5,292	-7.4%
	45-54	21.8%	1,723	19.7%	4,842	-2.1%
	55-64	17.7%	1,396	19.1%	4,695	1.4%
	65-74	4.8%	377	13.2%	3,240	8.4%
	75-99	2.1%	164	11.3%	2,779	9.2%
Sex	Female	67.1%	5,295	61.6%	15,153	-5.4%
	Male	33.0%	2,602	38.3%	9,426	5.4%
Disability	Transgender	N/A	N/A	0.0%	4	N/A
	Yes	6.0%	477	12.4%	3,052	6.4%
Ethnic Group	No	87.6%	6,915	81.3%	19,987	-6.3%
	White British	59.2%	4,671	65.8%	16,183	6.7%
	White Other	4.9%	390	5.6%	1,373	0.7%
	Black, Black British, Caribbean	8.1%	638	5.8%	1,436	-2.2%
	Mixed: White and Black Caribbean	6.3%	500	3.7%	913	-2.6%
	Black, Black British: African	6.8%	539	5.0%	1,221	-1.9%
	Asian, Asian British: Indian	2.6%	201	2.4%	590	-0.2%
Religion	No Religion	23.6%	1,863	19.3%	4,751	-4.3%
	Christian	22.2%	1,754	22.8%	5,613	0.6%
	Church of England	6.5%	510	9.1%	2,246	2.7%
	Muslim	4.3%	338	4.4%	1,074	0.1%
	Catholic	3.1%	246	3.6%	896	0.5%
	Sikh	0.9%	70	0.8%	197	-0.1%
	Hindu	0.4%	29	0.5%	115	0.1%
Sexual Orientation	Undisclosed/Unknown or applicant prefers not to say	37%	2,939	38.8%	9,534	1.7%
	Heterosexual	61.2%	4,830	59.8%	14,691	-1.4%
	Bisexual	0.9%	71	0.8%	206	-0.1%
	Lesbian	0.5%	37	0.4%	93	-0.1%
	Gay Male	0.3%	20	0.2%	59	0.0%
Marital Status	Unknown	84.0%	6,631	84.9%	20,877	0.9%
	Single	9.0%	709	6.3%	1,548	-2.7%
	Married	3.9%	311	5.5%	1,353	1.6%
	Cohabiting	1.6%	124	1.7%	421	0.1%
	Separated	0.9%	72	0.7%	160	-0.2%
	Widowed	0.2%	19	0.5%	118	0.3%
	Divorced	0.3%	21	0.4%	87	0.1%
	Civil Partnership	0.1%	10	0.1%	19	0.0%

In February 2023, the Secretary of State for Levelling Up, Housing and Communities, Michael Gove MP, set out the actions the government is taking in response to the coroner's report into the death of Awaab Ishak with particular focus on damp and mould. The Regulator of Social Housing has taken a proactive approach to gathering data on damp, mould and condensation in social and private sector housing stock.

Actions taken to date:

- The response to assessing, identifying and addressing damp and mould is extensive and proactive. IT systems are being used to identify the prevalence of DMC in certain stock types, enabling targeted support. The response to DMC has been reviewed, including systems for reporting repairs.
- Response times have been reviewed and performance against repairs timescales are on target.
- WH have appointed Healthy Homes advisors to ensure a comprehensive service to address DMC and support the households.

Trends:

- **Age:** We can see that ages 55+ are underrepresented in the damp and mould group meaning they may either have more experience dealing with damp and mould or they are struggling to access the service to book an inspection. The younger population may require more education on prevention techniques to reduce the risk of damp and mould problems.
- **Sex:** Female tenants are overrepresented in the damp and mould cohort, this could be for a number of reasons, they may be more likely to report it if they are more concerned with the state of their households. There are also more single parent households with women who may be worried about the health of their children and therefore again will be more likely to report it.
- **Ethnic Group:** Ethnic minorities are slightly overrepresented in the damp and mould cohort, this may be because they are not used to the weather conditions and are struggling to perform prevention actions. They may also not understand the correspondence or instructions if English isn't their first language. They may also be less likely to feel confident accessing the service if there are cultural and language barriers. [Appendix 3]

Future steps:

- Further work to be undertaken to consider the accessibility of these services.
- Use the reds and ambers in the data table to understand why certain ethnic groups and age groups are overrepresented in the damp and mould cohort. On the back of this, if accessibility to the service seems to be the problem, put interventions in place to counteract this.

Damp and mould enquiries vs total active tenancies

Indicator	Group	D&M %	D&M value	Total Active Tenants %	Total Active Tenants value	Disparity
Age Group	16-24	2.8%	94	2.0%	488	-0.8%
	25-34	17.9%	610	13.2%	3,245	-4.7%
	35-44	25.6%	874	21.5%	5,292	-4.1%
	45-54	21.5%	733	19.7%	4,842	-1.8%
	55-64	16.5%	562	19.1%	4,695	2.7%
	65-74	9.7%	332	13.2%	3,240	3.5%
	75-99	6.2%	211	11.3%	2,779	5.1%
Sex	Female	65.0%	2,220	61.6%	15,153	-3.4%
	Male	35.0%	1,194	38.3%	9,426	3.4%
	Transgender	0.1%	2	0.0%	4	0.0%
Disability	Yes	8.4%	288	12.4%	3,052	4.0%
	No	85.0%	2,904	81.3%	19,987	-3.7%
Ethnic Group	White British	56.5%	1,930	65.8%	16,183	9.3%
	White Other	6.2%	211	5.6%	1,373	-0.6%
	Black, Black British, Caribbean	7.5%	256	5.8%	1,436	-1.7%
	Mixed: White and Black Carribean	4.7%	161	3.7%	913	-1.0%
	Black, Black British: African	6.7%	230	5.0%	1,221	-1.8%
	Asian, Asian British: Indian	3.2%	110	2.4%	590	-0.8%
Religion	No Religion	21.9%	749	19.3%	4,751	-2.6%
	Christian	23.4%	799	22.8%	5,613	-0.6%
	Church of England	8.9%	303	9.1%	2,246	0.3%
	Muslim	7.0%	238	4.4%	1,074	-2.6%
	Catholic	3.3%	112	3.6%	896	0.4%
	Sikh	1.2%	42	0.8%	197	-0.4%
	Hindu	0.8%	26	0.5%	115	-0.3%
Sexual Orientation	Undisclosed/Unknown or applican prefers not to say	34.4%	1,175	38.8%	9,534	4.4%
	Heterosexual	63.8%	2,178	59.8%	14,691	-4.0%
	Bisexual	1.1%	39	0.8%	206	-0.3%
	Lesbian	0.44%	15	0.4%	93	-0.1%
	Gay Male	0.26%	9	0.2%	59	0.0%
	Unknown	84.0%	2,869	84.9%	20,877	0.9%
Marital Status	Single	7.0%	239	6.3%	1,548	-0.7%
	Married	5.4%	185	5.5%	1,353	0.1%
	Cohabiting	2.1%	73	1.7%	421	-0.4%
	Separated	0.7%	23	0.7%	160	0.0%
	Widowed	0.4%	13	0.5%	118	0.1%
	Divorced	0.3%	10	0.4%	87	0.1%
	Civil Partnership	0.1%	4	0.1%	19	0.0%

Homelessness acceptance vs City 16+ Population

Indicator	Group	Homelessness acceptance %	Homelessness acceptance value	16+ City Population %	16+ City Population value	Disparity
Age Group	16-24	23.7%	368	13.4%	27,911	-10.4%
	25-34	32.5%	503	17.3%	35,957	-15.2%
	35-44	22.4%	347	17.1%	35,735	-5.3%
	45-54	13.7%	213	16.8%	35,078	3.1%
	55-64	5.6%	87	14.6%	30,481	9.0%
	65-74	1.8%	28	10.9%	22,607	9.0%
	75-99	0.3%	4	9.9%	20,676	9.7%
Sex	Female	58.3%	903	51.5%	107,332	-6.8%
	Male	41.6%	644	48.5%	101,113	7.0%
	Transgender	0.1%	2	N/A	N/A	N/A
Disability	Yes	0.6%	9	21.5%	44,865	20.9%
	No	98.4%	1,525	78.5%	163,580	-19.9%
Ethnic Group	White British	39.9%	618	57.7%	120,219	17.8%
	White Other	9.4%	146	5.2%	10,786	-4.3%
	Black, Black British, Caribbean	8.3%	129	4.1%	8,442	-4.3%
	Mixed: White and Black Caribbean	6.1%	94	2.2%	4,668	-3.8%
	Black, Black British: African	8.6%	133	3.7%	7,778	-4.9%
	Asian, Asian British: Indian	4.4%	68	16.1%	33,540	11.7%
Religion	No Religion	25.4%	394	25.9%	54,053	0.5%
	Christian (including Catholic, Church of England and other Christian denominations)	28.3%	438	46.8%	97,455	18.5%
	Muslim	8.3%	129	4.5%	9,415	-3.8%
	Sikh	1.4%	21	11.9%	24,785	10.5%
	Hindu	0.8%	12	3.8%	7,936	3.0%
Sexual Orientation	Undisclosed/Unknown or applicant prefers not to say	30.6%	474	8.3%	17,363	-22.3%
	Heterosexual	66.2%	1,026	89.2%	185,921	23.0%
	Bisexual	2.3%	36	1.0%	2,161	-1.3%
	Gay or Lesbian	0.91%	14	1.1%	2,262	0.2%
Marital Status	Unknown	63.0%	977	N/A	N/A	-63.0%
	Single	30.0%	465	39.8%	83,054	9.8%
	Married	4.5%	69	42.7%	88,978	38.2%
	Separated	1.8%	28	2.4%	5,027	0.6%
	Widowed	0.1%	2	6.7%	13,905	6.5%
	Divorced	0.6%	9	8.4%	17,481	7.8%

Homelessness housed vs Total Advice Cases

Indicator	Group	Homelessness rehoused %	Homelessness rehoused value	Total Advice Cases %	Total Advice Cases value	Disparity
Age Group	16-24	26.0%	127	23.4%	394	-2.6%
	25-34	28.9%	141	32.4%	545	3.5%
	35-44	21.3%	104	22.7%	382	1.4%
	45-54	12.9%	63	14.0%	235	1.0%
	55-64	7.8%	38	5.6%	94	-2.2%
	65-74	3.1%	15	1.8%	30	-1.3%
	75-99	N/A	N/A	0.2%	4	0.2%
Sex	Female	65.4%	319	57.0%	960	-8.4%
	Male	34.4%	168	42.8%	721	8.4%
Disability	Transgender	0.2%	1	0.1%	2	-0.1%
	Yes	0.6%	3	0.7%	11	0.0%
	No	98.2%	479	98.2%	1,654	0.1%
Ethnic Group	White British	41.4%	202	39.8%	670	-1.6%
	White Other	9.8%	48	9.5%	160	-0.3%
	Black, Black British, Caribbean	9.6%	47	8.2%	138	-1.4%
	Mixed: White and Black Caribbean	6.4%	31	6.2%	105	-0.1%
	Black, Black British: African	8.0%	39	8.7%	146	0.7%
	Asian, Asian British: Indian	3.5%	17	4.2%	71	0.7%
Religion	No Religion	27.5%	134	25.1%	422	-2.4%
	Christian (including Catholic, Church of England and other Christian denominations)	29.9%	146	28.3%	477	-1.6%
	Muslim	4.9%	24	8.0%	135	3.1%
	Sikh	2.3%	11	1.4%	23	-0.9%
	Hindu	0.6%	3	0.8%	13	0.2%
Sexual Orientation	Undisclosed/Unknown or applicant prefers not to say	28.7%	140	30.4%	512	1.7%
	Heterosexual	68.0%	332	66.5%	1,119	-1.6%
	Bisexual	2.5%	12	2.3%	39	-0.1%
	Lesbian	0.61%	3	0.6%	10	0.0%
	Gay Male	0.20%	1	0.2%	4	0.0%
Marital Status	Unknown	68.4%	334	63.8%	1,074	-4.7%
	Single	24.8%	121	29.2%	491	4.4%
	Married	4.3%	21	4.6%	77	0.3%
	Separated	1.6%	8	1.8%	30	0.1%
	Widowed	0.2%	1	0.1%	2	-0.1%
	Divorced	0.6%	3	0.6%	10	0.0%

Actions taken to date:

- Private Sector Housing have undertaken research in the past to confirm that there are areas of the City that have extremely high proportions of private rented properties and poor housing standards, but a lack of engagement with the Private Sector Housing Service.
- Leaflet drops in the most common written languages in those areas which gave access to language specific web pages and webforms. There were no responses.
- Clinics held in local community centre, only a very small number of local residents spoke to the officers, very little improvement in engagement.
- Officers went door to door, speaking to local residents, a small number of housing complaints were received but engagement remained disproportionately low.

Trends:

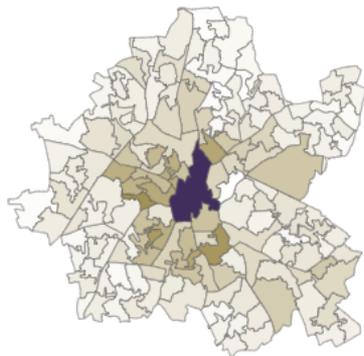
- The top 3 Wards with higher number of service requests are Park, St. Peter's and Graiseley. Those are also the top 3 wards with the highest number of private sector evictions. In general, the city centre has higher proportion of private sector housing stock compared to the rest of the city. There are several things that these wards have in common:
- Bigger proportion of ethnic minority residents & those who don't speak English as a first language
- Higher proportion of young families
- Higher proportion of residents with a disability
- Service requests and evictions have also been mapped by postcode with the MOSAIC profiles. For both the top 3 mosaic groups are **Transient Renters** (single people renting low- cost homes for the short term, **Family Basics** (families with limited resources who budget to makes end meet) and **Urban Cohesion** (residents of settled urban communities with a strong sense of identity). The mosaic data helps us look further into the residents' characteristics outside of just their demographics. [Appendix 4]

Future steps:

- Private Sector Housing is developing a matrix working project to improve engagement via other council services that are already through the door.
- Private Sector Housing are exploring two alternative ways to inspect rented properties in such areas without prior complaint from the tenants.

Private sector service requests vs evictions

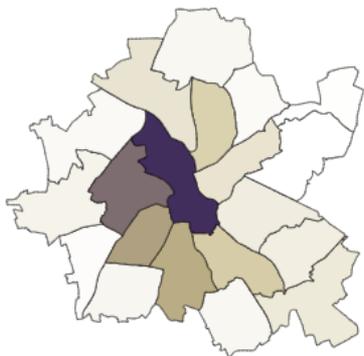
% Private rented by LSOA11 (darker colours = higher %)



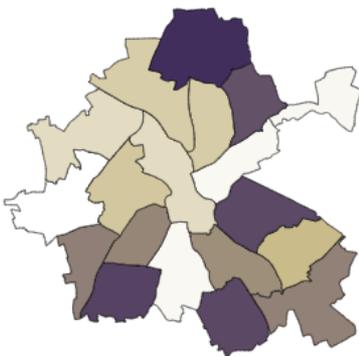
% Evictions by LSOA11 (darker colours = higher %)



% Private rented by Ward (darker colours = higher %)



% Evictions by Ward (darker colours = higher %)



Ward Name	Total SR	Evictions	% Evictions
▣ Park	293	32	10.9%
▣ St Peters	284	27	9.5%
▣ Graiseley	178	24	13.5%
▣ Ettingshall North	106	14	13.2%
▣ Bushbury South & Low Hill	123	13	10.6%
▣ Blakenhall	158	12	7.6%
▣ Bilston North	94	11	11.7%
▣ East Park	71	11	15.5%
▣ Bilston South	66	9	13.6%
▣ Bushbury North	55	9	16.4%
▣ Ettingshall South & Spring Vale	58	9	15.5%
▣ Oxley	76	8	10.5%
▣ Penn	51	8	15.7%
▣ Fallings Park	46	7	15.2%
▣ Heath Town	92	7	7.6%
▣ Merry Hill	51	7	13.7%
▣ Tettenhall Regis	42	4	9.5%
▣ Tettenhall Wightwick	28	2	7.1%
▣ Wednesfield North	26	2	7.7%
▣	14	1	7.1%
▣ Wednesfield South	39		
Total	1951	217	11.1%

Private sector service requests vs evictions

Park

Ward Profile: Diversity and Demographics

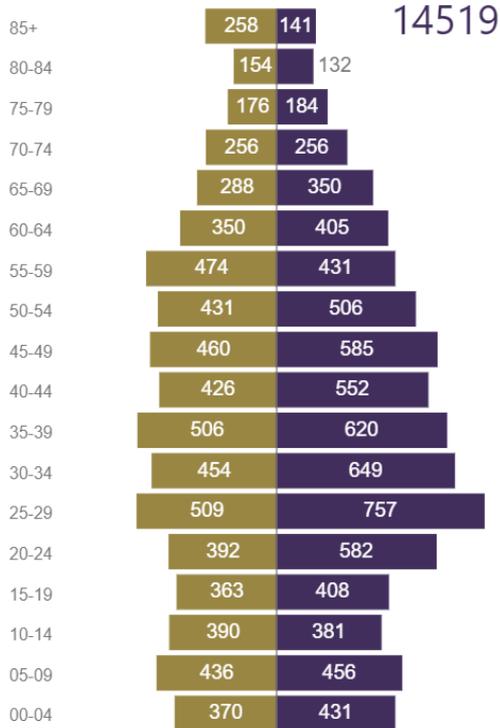
Population Pyramid (2020)

Residents

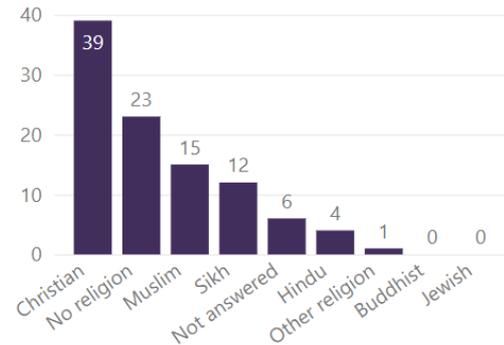
% population Ethnicity (Census 2021)

% Residents by Religion (Census 2021)

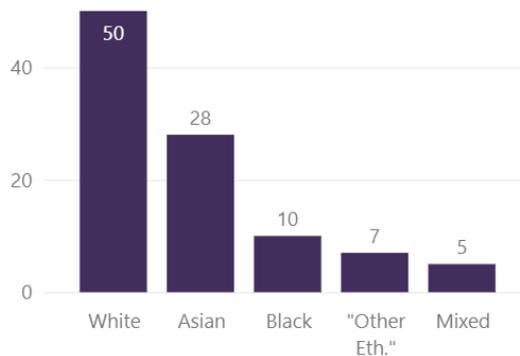
● Female ● Male



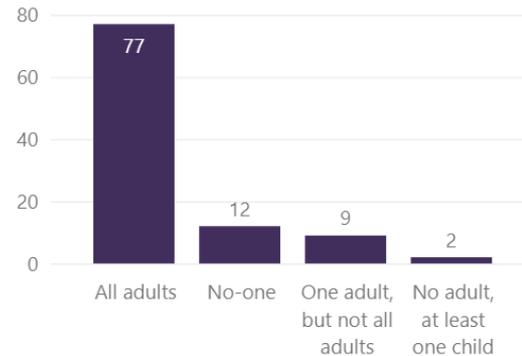
Ethnic Minority = everyone who is not "White British".
For comparison, 45% of residents were Ethnic Minority in Wolverhampton in 2021.



% Residents by Ethnicity category (Census 2021)



% Household English 'Main Language' (Census 2021)



Private sector service requests vs evictions

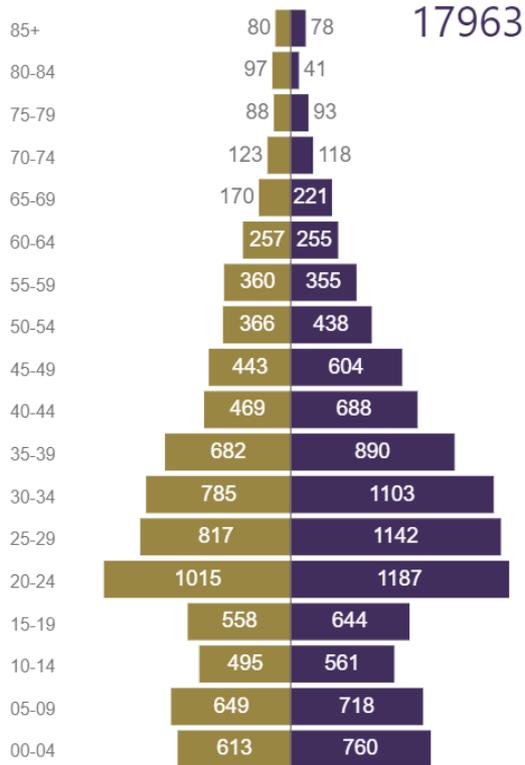
St.Peter's

Ward Profile: Diversity and Demographics

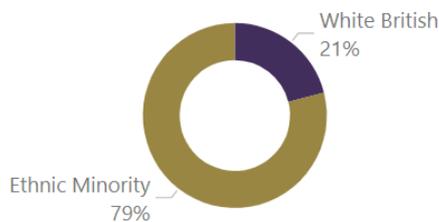
Population Pyramid (2020)

Residents

● Female ● Male

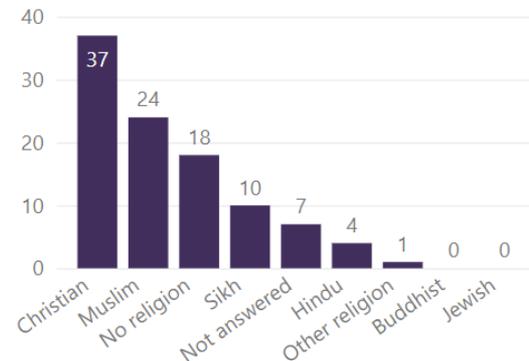


% population Ethnicity (Census 2021)

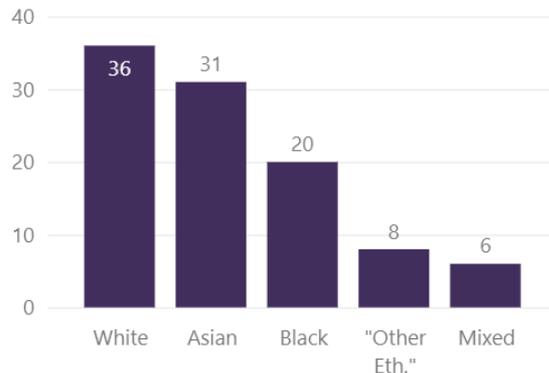


Ethnic Minority = everyone who is not "White British". For comparison, 45% of residents were Ethnic Minority in Wolverhampton in 2021.

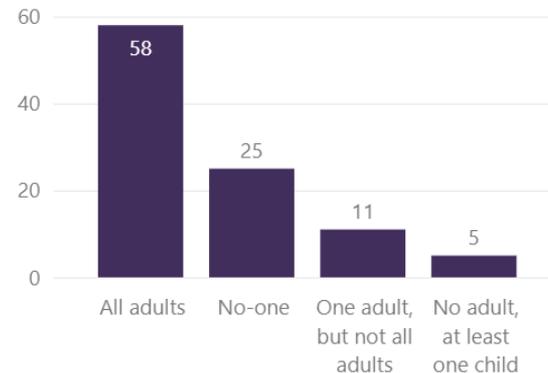
% Residents by Religion (Census 2021)



% Residents by Ethnicity category (Census 2021)



% Household English 'Main Language' (Census 2021)



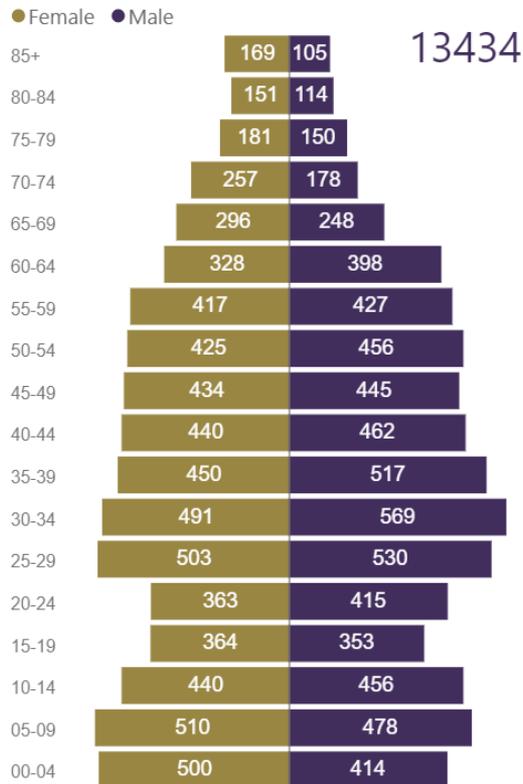
Private sector service requests vs evictions

Graiseley



Ward Profile: Diversity and Demographics

Population Pyramid (2020) Residents

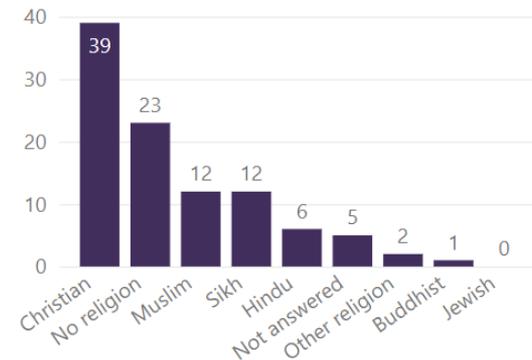


% population Ethnicity (Census 2021)

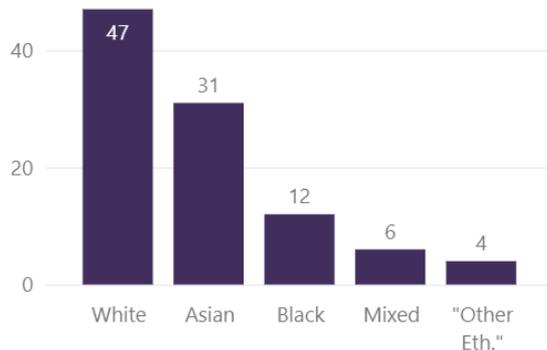


Ethnic Minority = everyone who is not "White British". For comparison, 45% of residents were Ethnic Minority in Wolverhampton in 2021.

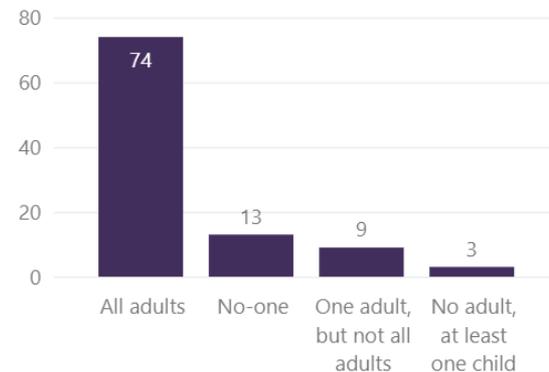
% Residents by Religion (Census 2021)



% Residents by Ethnicity category (Census 2021)



% Household English 'Main Language' (Census 2021)



Social Housing

- Homelessness EDI data, look at the demographic breakdown of homeless acceptance, temporary placement and rehoused homeless residents to see if there is any disproportionality between the homeless population and the rest of the city (understand whether certain demographic characteristics predispose people to becoming homeless). Also, to ensure that once a homeless resident comes through the housing register, they are treated equally regardless of their characteristics, and no bias is present in the process of relocating them.

Private Sector Housing

- We are exploring the damp and mould data for the private rented sector, similar to how we have done for social housing. At the moment we are deciding on the correct methodology to use and ensuring the high level of data quality on the system IDOX to enable us to report on this accurately.

Gender Identity Data

- For social housing, there is the option in the 'Sex' field on NEC to select 'Male', 'Female' or 'Transgender'. We are exploring the option of either adding a Gender Identity field alongside the Sex field or having more options available to choose from in the Sex field to give residents more choice over how they're identified.
- For Private Sector Housing, the ward data we have provided to show the demographic breakdowns cannot be extended to gender identify or sexual orientation. Although 2021 was the first year they asked these questions on the Census, the low numbers have meant that data needs to be withheld at lower geographies to protect people from being identified, the highest level of data we have for this information is MSOA and then City level, which we are happy to provide if required.

Jenny Lewington
Deputy Director of Housing,
City of Wolverhampton Council