

Performance Summary
Housing Panel

Agenda Item 3

Trends compare relative performance with

Prd: previous month

Prev Year End: previous March

Year on Year: the same period from the previous year

Green = target met
Amber = within tolerance
Red = outside tolerance

Sep-2015

Measure		Owner	Result 2014/15	Latest Data		Year End Target 2015/16	RAG	Trends			Comments
Ref	Description			Target	Result			Prd	Prev Year End	Year on Year	
Estates Regeneration											
LP013	LP013: Increase satisfaction with parks	Caroline Chanides	84.0%	84.9%	84.0%	90.0%	A				Oxford Residents Survey 2014/15
Housing Supply											
HC016	HC016: Number of affordable homes for rent delivered	Stephen Clarke	13 Number	67 Number	109 Number	67 Number	G				20 units at Minchery Farm were completed in September
CA001	CA001: Delivering a programme of new homes at Barton	Jane Winfield	3 Milestone	3 Milestone	3 Milestone	3 Milestone	G				On site with main infrastructure .First phase housebuilder finalising planning application . Phase 2 land sale on the market
BV064	BV064: Empty homes returned to use	Stephen Clarke	15 Homes	7 Homes	12 Homes	14 Homes	G				
NI154	NI154: Net additional homes provided	Michael Crofton -Briggs	253 Number	102 Number	169 Number	200 Number	G				
Welfare Reform and Housing Crisis											
HP003	HP003: The number of people estimated to be sleeping rough	Stephen Clarke	Not Recorded	0 Number	0 Number	45 Number	G				An annual estimate of rough sleepers is done in November, and will be reported for that month.
HP004	HP004: The number of successful interventions with rough sleepers	Stephen Clarke	Not Recorded	125 Number	209 Number	250 Number	G				

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NI156	NI 156: The number of households in Oxford in temporary accommodation	Stephen Clarke	107 Number	120 Number	128 Number	120 Number	A				<p>The service saw an unexpectedly high number of homeless families in September that required placements into temporary accommodation. A significant number had lost their private rented accommodation through no fault of their own, and many had not had previous contact with the service. A significant number were also previous Home Choice cases where the landlords are seeking higher market rates for the property, and where we have been unable to source access to alternative local private rented accommodation that would meet the households needs.</p> <p>At the end of September also, we are having to report to the DCLG that we have breached the 6 week rule in one case – accommodating a homeless family (or pregnant woman) in non self-contained B&B accommodation for over six weeks. Other than one household in 2008/09 who was accommodated under a court order pending a court hearing, this is the first time since this regulation was introduced in 2004 that we have had to report this situation at the end of a quarter.</p> <p>A number of homeless households are presently under offer to council and housing association property, including a percentage to the new units just completed by the Council, so it is hoped that this number will fall back to around target next month. Additional temporary accommodation provision is also being made from council properties where tenancies have ended, to try and ensure that we have adequate accommodation provision without the need for such high levels of B&B use.</p>

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BV066a	BV066a: Percentage of rent collected	Helen Bishop	97.79%	95.50%	95.30%	98.00%	A				
CS002	CS002: Time to process changes in circumstances	Helen Bishop	10 Days	10 Days	8 Days	9 Days	G				Results for this indicator remain good - the 4,384 changes processed in Sept taking an average of 8.7 working days. The year to date result is now 7.91 days, comfortably within the 10 working days target.
CS005	CS005: Time to process new benefits claims	Helen Bishop	12.66 days	14.00 days	17.48 days	13.00 days	R				The result for Sept was disappointing - the 337 new applications processed taking an average of 24.6 working days. The target is to process these within 14 working days. As a result the year to date cumulative result becomes 17.5 days.
CS010	CS010: Total current tenant arrears	Helen Bishop	£1,042,353.00	£1,070,000.00	£1,119,140.00	£900,000.00	A				
CS011	CS011: Total former tenant arrears	Helen Bishop	£342,358.00	£400,000.00	£373,659.00	£350,000.00	G				
CS013	CS013: Total arrears of tenants owing more than 7 weeks rent	Helen Bishop	£437,539.00	£375,000.00	£508,635.00	£370,000.00	R				
CS014	CS014: Number of NSPs served on tenants in arrears YTD	Helen Bishop	917 NSPs	300 NSPs	241 NSPs	600 NSPs	G				
HC003	HC003: Homeless Acceptances	Stephen Clarke	114 Number	72 Number	51 Number	144 Number	G				
HC004	HC004: Homelessness cases prevented	Stephen Clarke	1,147 Number	450 Number	565 Number	900 Number	G				

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