Oxford Plan PI Summary for Housing Health and Community
For Quarter 3

Priority Aim	Measure	Polarity	Result YTD	Quartile
Reduce inequality through social inclusion				
Work with partner organisations to promote health and social welfare, and to reduce fuel poverty.	BV066b % tenants with more than 7 weeks rent arrears	Low	8.83%	Worst
	BV066c % tenants who have Notices Seeking Possession	Low	1.11%	Best
	BV066d % of tenants evicted as a result of rent arrears	Low	0.08%	Best
Be an effective and responsive organisation, providing value for money services				
Improve the quality and accessibility of our services and improve customer satisfaction	KPI14 - % Housing repairs classified as an emergency	Low	10.43%	Not Applicable
	% customer satisfaction with the service received from the contact centre	High	99.50%	Not Applicable
Deliver services that are good value for money	BV066a % housing rent collected	High	96.87%	Best
	Sickness Absence (Housing Health & Community)	Low	8.68 Days	Not Applicable
	% rent loss through voids	Low	2.00%	Not Applicable
Tackle climate change and promote environmental resource management				
Promote alternative energy sources and maximise fuel efficiency across the Council and the city	BV063 Average SAP rating for LA owned dwelling	High	69/120	Best
More housing for Oxford, better housing for all				
Increase the quantity and quality of social and affordable housing	BV183a The average length of stay in bed & breakfast	Low	3.29 Days	Third
	BV183b The average length of stay in hostel type shared facility accommodation	Low	12.40 Days	Third
	BV184b % change in the proportion of non-decent LA homes so far this financial year	High	15.54%	Second
	BV212 - Average relet time for council houses (Excluding time taken for major works)	Low	41.00 Days	Third
	KPI08 - Number of new affordable housing units completed	High	165 Units	Not Applicable
	KPI13 - % Housing stock meeting the decent homes standard	High	75.49%	Not Applicable
	Overall average re-let time	Low	6.60 Weeks	Not Applicable
Tackle and reduce homelessness	BV202 The number of people sleeping rough on a single night within the area of the local authority	Low	15 Rough sleepers	Worst
	BV203 % change in families in temporary accommodation	Low	-18.14%	Best
	BV214 Cases of repeat homelessness, as a percentage of total caseload	Low	0.00%	Best
	KPI09 - Number of households in temporary accomodation	Low	717 Households	Not Applicable

Red shading in Measure Column
Current year end target set to worse performance
than that achieved last year

Colour Coding:
Red - worse than last year
Amber - equal to or better than last year
Green - on or ahead of target
No colour - info only, not updated or no target set