

Supplement for

Housing and Homelessness Panel (Panel of the Scrutiny Committee)

On **Wednesday 30 November 2022** At **6.00 pm**

Item 7: Housing Performance Report Q2

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	The Head of Housing Services has submitted a Housing Performance Report.	
	The Panel is asked to consider and comment on the report and to agree any recommendations it wishes to make to Cabinet.	
	<i>Report to follow</i>	

The agenda, reports and any additional supplements can be found together with this supplement on the [committee meeting webpage](#).

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Measure	Measure	Reporting Frequency	2021/22	2022/23			Comments
Corporate or Service KPI	Description		EOY result	Target EOY	Target at end of Q2	Results at end of Q2 (Sept 2022)	
Corporate	Number of Rough Sleepers without an offer of accommodation	Quarterly	New measure	30		38	At end of Q2 out of a total 46 people who were estimated to be rough sleeping in the City, 38 did not have an offer of accommodation. Of those 38, 26 were working towards an offer of supported accommodation, housing first, PRS or rehab and 7 had no recourse to public funds. The summer saw an increase in the number of people rough sleeping for the first time since the pandemic, a trend that has been observed across the country. Demand for beds at "Somewhere Safe to Stay", the off the street service, was higher than the demand. Over the last month, the number of rough sleepers has stabilised with fewer people new to rough sleeping seen bedded down, but there has been an increase in the number of people already known to homelessness services returning to rough sleeping. Over the next 6 months the delivery of the Settled Oxfordshire scheme will offer accommodation to new rough sleepers with low support needs in the Private Rented Sector that will help provide further options. The ongoing rollout of Housing First units will provide further new accommodation for this group.
Corporate	Total number of affordable homes in Oxford completed in year	Quarterly	Multi year target			174	The council has a corporate target of completing 1,600 affordable homes, across all tenures, for the next four financial years (22/23 - 25/26). There is a service level target of 850 for the number of social rented homes completed of those 1,600. The programme is currently forecast to achieve the four-year targets. To date, 174 affordable homes have been completed in Oxford, of which 87 are social rented homes.
Housing Services	Households in Temporary Accommodation	Monthly	110	95	100	101	Despite being slightly above our target of no more than 100 households in t/a at the end of this quarter, we have seen the number of households in temporary accommodation reduce to 101 at the end of Q2, compared to 110 at the end of Q4. The service has experienced high levels of placement to TA and increased complexity of placements, likely linked to the cost of living crisis which has been a challenge for our TA. We continue to make significant progress with our transformation programme in our temporary accommodation to help meet these challenges.
Housing Services	Households in Temporary Accommodation 12 months +	Monthly	New measure	7	15	25	As part of our transformation of TA services we set a stretching target for TA stay times at the start of this year. At the end of Q2 we had 25 households who has resided in TA for over 12 months and although this is over our target of 15, significant work has taken place over this quarter to reduce this number from 39 at the end of Q1, marking significant progress from the team
Housing Services	Prevention Duty outcomes secured accommodation 6 + months at end of Prevention Duty	Quarterly	55%	60%		72%	We have had good success with our prevention activities and we are currently exceeding our target.
ODS	Tenant satisfaction with repairs service	Monthly		95%		97%	ODS have recently implemented a Customer Satisfaction Survey for their planned works and have received over 145 results, of those surveyed 97% were satisfied with the service received.

Financial services	Rent collected	Monthly		92.50%		95.75%	At the end of September 2022, the Council were above target for the rent collected as a percentage of rent collectable. 95.75% of rent had been collected against the target of 92.5%. Rent arrears at the same time stood at 1,482,544.96, compared to £1,435,788.67 at the same time last year. The arrears figure does not take into account any Direct Debit payments, Direct payments or any calculated regular payments to be made by tenants.
Corporate	% of Council owned housing stock that has an EPC rating below C	Annually	32%	38%		To be confirmed at EOY	The end of year target is for 38% of our domestic housing stock to have an EPC rating of C or below. We are working with colleagues across the Council and ODS to deliver works to homes, with around 24% of HRA properties having an EPC below C at the end of Q2. This means that we have already achieved the target set for 2022/23. This target was set as a 3-4 target profile when originally set, and we are ahead of the profiled target for this year.