

Measure	Measure	Reporting Frequency	2021/22	2022/23		Comments
			EOY result	Target EOY	Results at EOY	
Corporate or Service KPI	Description					
Corporate	Number of Rough Sleepers without an offer of accommodation	Quarterly	New measure	30	34	This figure has remained fairly consistent over the last year, there was an increase in the number of people newly rough sleeping in March in excess of the capacity in the Somewhere Safe to Stay service and other forms of supported accommodation. The council has the opportunity to bid for additional funding from the government's Rough Sleeping Initiative which will allow additional provisions to be made available in Q1 of 23/24. Next year will continue to increase our Housing First offer which will support a move off the street for some of our more entrenched rough sleepers. Of the 34, 10 individuals have no recourse to public funds meaning that we as a local authority are not permitted to offer accommodation. We can, and do, offer support that enables the individuals to regularise their immigration status but this cohort is currently unwilling to engage with the support that is offered.
Corporate	Total number of affordable homes in Oxford completed in year	Quarterly	Multi year target	None set	397	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 Rent homes completed of those 1,600. The programme is currently forecast to achieve the four-year targets. To date, 397 affordable homes have been completed in Oxford, of which 218 are social rented homes.
Housing Services	Households in Temporary Accommodation	Monthly	110	95	117	We have continued to see pressure on our temporary accommodation (t/a) throughout the financial year. In particular, we saw more households coming to us when already homeless towards the latter part of 2022. We have seen a very busy quarter 4 - we carried out 161 Initial Assessments for households under the Homelessness Reduction Act. 74 (46%) of those households were owed a Relief Duty. This can be compared to earlier in the year, when in Q1 we carried out a total of 75 HRA IA and where 31 of these were owed a Relief Duty. A focussed effort has been made in Housing Needs to contain the numbers in t/a by focussing on prevention in order to avoid placements. This has resulted in the number of households in t/a being broadly flat, with a peak in January of 125. At a recent visit by DLUHC, they commented that our stable number of households in t/a is very positive. The trend in the South East is a rapid increase in t/a numbers. This regional and national trend highlights that there is significant risk that we will also see increasing pressure on t/a in Oxford in the near future.
Housing Services	Households in Temporary Accommodation 12 months +	Monthly	New measure	7	23	We have unfortunately seen an increase in the number of households in t/a for 12 months or more compared to the previous quarter. Although an increase when compared to the previous months, it is a good improvement since April 2022, when 36 households had been in t/a for 12 months or more. As mentioned above the service is under increased pressure with approaches to homelessness services and placements into t/a increasing, towards the end of this year we also had to prioritise some resources to reduce the number of households in B&B accommodation. The delay in getting council properties re-let as well as limited suitable and affordable options in the private rented sector contribute to this figure increasing. Of the 23 households in t/a for 12 months or more, just under half have accepted an offer of social rented accommodation and are waiting to move out of t/a and into this permanent accommodation. We expect the number of households in t/a for 12 months or more to continue to reduce due to these households moving out shortly. We also expect to see a reduction throughout 2023/24 as we will see the ambitious transformation work embed new working practices across teams even further.
Housing Services	Prevention Duty outcomes secured accommodation 6 + months at end of Prevention Duty	Quarterly	55%	60%	63%	We continue to achieve good outcomes for households we work with under a Prevention Duty. At the end of the financial year, we have helped secure accommodation for 6 months or more for 68% of households where a Prevention Duty was closed. This shows that our focus on prevention across the organisation is continuing to have positive results, particularly as there is a lack of affordable accommodation in the city and overall circumstances have compounded challenges with general increased living costs facing residents. Please note that this data is provisional, and we will only have the exact figure once our HCLIC return for 2022/23 has been published by DLUHC.

Housing Services	Total standard re-let time (House Mark definition)	Quarterly		21	89.61 days	There have been a series of additional measures put in place to reduce void re-let times. However, for the reasons set out in previous commentary (high number of new stock being handed over, increased pressure on ODS to carry out works to acquired properties, and increased work due to health and safety requirements), the overall voids time for the full year is extremely high. As well as the additional resources in ODS to carry out work, the requirement to routinely test for legionella before beginning surveys has ceased, and a surveying resource is being used to pre-inspect transfer applicants in the high priority bands so that ahead of the property becoming void, the asbestos survey can be carried out, any day to day repairs can be identified and rectified and any major works required, such as kitchens and bathrooms, can be surveyed and programmed ahead of time. ODS have also now developed intelligent void forms for surveyors and operatives working in properties which will further improve efficiency. The Allocations team continue to prioritise allocations and nominations where properties are ready or almost ready to let however the large number of properties available, including Council & RP new builds mean that they are working on around 80 shortlists at any given point in time (as at end March) which is impacting on the overall relet times. A review of the Allocations Team's processes has concluded, and over the coming months a number of significant changes to process will be implemented that will support faster turnaround times.
ODS	Percentage of Emergency Repairs completed on time	Monthly	Not available	99%	99.6%	A total of 10,217 emergency jobs were completed in 22/23, with 99.6% of these completed on time.
Financial services	Rent collected	Monthly	Not available	98.00%	99.52%	At the end of March 2022, the Council were above target for the rent collected as a percentage of rent collectable. 99.52% of rent had been collected against the target of 98.00%. Rent arrears at the same time stood at 1,191,660.22 compared to £1,460,810.78 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%	23.59%	The end of year target is for 38% of our own domestic housing stock to have an EPC rating of C or below. We have delivered a partially government funded LAD1b project improving 47 properties to an EPC C. Funding for SHDF wave 2.1 has now been secured and will be used to deliver improvements to a further 316 EPC below C properties over the next 2 years.