

Measure	Measure	Reporting Frequency	2022/23	2023/24			RAG Rating
Corporate or Service KPI	Description		EOY result	Target EOY	Results at end of Q4 (March 2024)	Comments	
Corporate	Number of rough sleepers without an offer of accommodation	Quarterly	34	30	32	At the end of March 2023, 39 individuals were estimated to be sleeping rough in the City on a single night. 32 of these individuals did not have an accommodation offer. This is an increase from 23 at the end of Q3, and highest since July 2023. We have seen an increase in the number of individuals new to rough sleeping in the City over the quarter, which contributes to this increase. We have a good offer in place for persons new to rough sleeping through the Somewhere Safe to Stay (SStS) service and a large proportion of the individuals new to rough sleeping have only been seen sleeping rough once, before being assisted to find alternative solutions. The largest group of people rough sleeping in the City continues to be long term rough sleepers or those returning to rough sleeping. Access to supported accommodation for this group continues to be difficult, with long waiting lists. We are working to improve referral and access criteria for supported accommodation to address this challenge. We also continue to see people with no recourse to public funds and options for this group remain limited, our outreach team continue to work with other support agencies to assist these individuals. Over the last few months, there has been a steady increase in the number of individuals rough sleeping due to being asked to leave Home Office accommodation in the City. The outreach team works with all relevant agencies, including a 2-weekly multi-agency meeting, to offer support to these individuals. There is also dedicated support from other agencies such as Asylum Welcome and our own Options Team for individuals being asked to leave Home Office accommodation.	Red

Service	Households in temporary accommodation	Quarterly	117	120	247	<p>At the end of March 2023, we had 247 households in Temporary Accommodation (TA). In 2023/24 we made a total of 490 placements in TA, this is compared to a total of 228 in 2022/23 and 181 in 2021/22 and shows the significant increase in demand we have seen over the last 12 months. The main causes of homelessness at the relief stage throughout 2023/24 were, end of PRS tenancies, evictions from family accommodation and domestic abuse, followed by evictions from Home Office accommodation. The last few quarters saw an increase in evictions from Home Office accommodation, which is impacting on TA and rough sleeping numbers. To ensure that we can meet the increase TA demand and reduce the use of costly nightly charge accommodation, we are;</p> <ul style="list-style-type: none"> - Continuing procure further Private Sector Leasing units - Increasing our staffing levels to extend our homeless prevention efforts - Expanding the size of our temporary accommodation stock by utilising Council-owned homes differently - Increasing the supply of housing going to homeless families - Continuing to explore long term capital investment programmes to increase overall TA stock. 	Red
Service	Households in temporary accommodation 12+ months (12 months or more)	Quarterly	24	7	15	<p>We have delivered significant progress this year in bringing down the length of stay in TA. While the target of 7 households in TA over 12 months was not reached, the numbers in TA long term has continued to decline, and long term stays in TA as a share of the whole stock is down significantly as overall TA number have risen. We continue to work in a co-ordinated and joined up way to move households from TA as quickly as possible, working with other agencies and sourcing accommodation for move on. The next year will be more difficult, as many of the increased placements this year approach the 12 month date, we are likely to struggle to keep up with the demand for move on in the next period, and numbers over 12 months are likely to rise, in particular for single adults who we struggle to source sufficient accommodation for.</p>	Red

Service	Prevention Duty outcomes - number of cases where we have secured accommodation for 6+ months at end of Prevention Duty	Quarterly	63%	60%	54.40%	The rapid increase in approaches to homelessness services has stretched resources within the team. Officers have experienced increased caseloads, and there are fewer housing options open for clients as rents increase. Of the housing stock we do have access to we often have to prioritise those lets to households already homeless as demand has increased. Despite this we are still seeing good results at the prevention stage with 54% of closed prevention cases ending in alternative accommodation being secured. The raise in LHA rates to the 30th percentile should improve access to the Private Rented Sector. A number of new members of staff have been recruited to help better meet the demand and focus on the prevention of homelessness, this is allowing us to decrease officer caseloads and increase home visits which should help prevention outcomes in the months ahead.	Red
Service	Prevention Duties accepted	Quarterly	206	230	310	Over the last 12 months we have actively worked to increase the number of prevention duties accepted following DLUHC guidance and changes to funding allocation linked to the number of duties accepted. The increase is also reflective of the increase in demand on homelessness service we and other LA's are experiencing. We will be looking to recruit additional resource to Housing Needs teams to ensure we can manage this increase in demand whilst increasing our prevention activity. Evictions from the private rented sector continue to be our largest cause of homelessness at the prevention stage.	Green

Corporate	Total number of affordable homes completed in Oxford	Annually	397	NA - set for end of March 2026	123	<p>The Council has a corporate target of completing 1,600 affordable homes, across all tenures, for the next four financial years (23/24 - 26/27). As at the end of March 2024 the forecast programme is currently 1,641 homes to be delivered over this period. This has increased from Q3.</p> <p>123 affordable homes have been delivered this financial year. This comprises 87 homes at social rent tenure; 9 homes at affordable rent and 27 shared ownership homes. Note: 13 of the social rented units are refurbished and will not be included as new delivery in LAHS figures.</p>	Green

Service	% of Council owned housing stock that has an EPC rating below C (average of 95% of council homes have EPC rating of C or above by 2030)	Annually	23.60%	30%	25%	At the end of the financial year 25% of Council Owned Housing Stock has an EPC rating below C (or 75% with an EPC of C or higher), this percentage has been taken from stock with a lodged EPC. 13% of our homes do not currently have an EPC lodged so they have been excluded from this calculation, as our stock conditions survey programme continues, we will have a better understanding of stock condition across a larger proportion of our stock, including lodged EPCs for this 13%. As stock condition surveys have been completed throughout the year, our results for this target show a slight reduction from our EOY results from 22/23, this is due to having an improved oversight of EPC ratings across a larger proportion of stock. We have achieved our target this year having less than 30% of homes with an EPC rating below C. The energy efficiency of 316 properties (4% of overall stock) will be improved as part of the Social Housing Decarbonisation Fund in 24/25.	Green
Service	Total standard re-let time (in days)	Quarterly	89.61	25	84.34	<p>Performance continues to be below target. Current legionella and asbestos controls are adding up to six weeks to the overall timescale from when they keys are returned to a new tenant being signed up. Work on the end to end process has identified a number of key elements where improvements to processes have been implemented or are planned, including:</p> <ul style="list-style-type: none"> - A new control procedure being developed for Legionella testing, which is expected to remove delay to work starting altogether, apart from plumbing work - Ongoing conversations with our contractors to reduce turnaround of surveys and reports for Asbestos. - Reinstating previous arrangements of tenants handing back their keys to the Contact Centre at the Library, we expect this to reduce time lost in the 	Red

						<p>handover of keys from 10 days to 1.</p> <p>- New processes have being implemented within the Allocations team to speed up offers.</p> <p>The changes being implemented will reduce relet times in 2024/25 but the number of void properties that have already exceeded the target relet times in the first months of the year will mean the average number of days will gradually reduce.</p>	
ODS	Percentage of emergency repairs completed on time	Quarterly	99.60%	99%	99.70%		Green
ODS	Proportion of homes for which all required gas safety checks have been carried out.	Quarterly	100%	100%	100.00%	We are currently 100% compliant with all gas safety checks.	Green
Financial Services	Rent collected (as a percentage of rent collectable)	Quarterly	99.52%	98.00%	98.16%		Green