

**Housing Update against Key Performance Indicators (KPI) for Quarter 2 (24-25) for the Housing and Homeless Panel**

Corporate or Service KPI	Description	Reporting Frequency	Target - 2024/25	End of Quarter 1 Result	End of Quarter 2 Result	Comments	RAG Rating
Corporate	Tenant overall satisfaction with services provided by landlord (OCC)	Annually	79%	N/A	N/A	Reported on annually.	N/A
Corporate	Number of Rough Sleepers without an offer of accommodation	Quarterly	30	28	42	At the end of September, 47 individuals were estimated to be sleeping rough in the city on a particular night. 42 of the 47 had no offer of accommodation on that night. 13 of the 42 were believed to have no recourse to public funds, which severely restricts the options of accommodation available. Nationally numbers of people rough sleeping are rising, linked to the wider housing crisis and lack of affordable accommodation. Locally we continue to see high demand for supported accommodation and at the same time, move-on from supported accommodation is low due to lack of affordable options. We are pursuing the transformation of services delivered by the Oxfordshire Homelessness Alliance to combat	Red

						local pressures. Additionally Somewhere Safe to Stay beds have been made available which should help us move more people of the street in Q3.	
Service	Number of households in Temporary Accommodation (TA)	Quarterly	NA	250	245	The number of households in TA in Oxford has dropped slightly since Q1, but homelessness demand and new TA placements remain high so could rise again. The numbers in hotel accommodation has dropped to 108, down from 131 in June. Rated red, as while numbers have dropped in Q2, TA numbers are still high and is a major risk for the Council as it could rise again. Despite a continued high placement rate, this marginal decline has been achieved, as a result of the Council's investment into homelessness prevention and the increase in move on accommodation the Council has delivered.	<b>Red</b>
Service	Percentage of all duties accepted are Prevention Duties	Quarterly	50%	54.50%	59.7%	We continue to take the majority of our homelessness duties at the prevention stage, providing support to clients before they become homeless. This has been achieved thanks to investment into our homelessness prevention teams, so they have had the capacity to work with increasing numbers of clients presenting for support.	<b>Green</b>
Service	Prevention Duty outcomes – secured	Quarterly	60%	60.50%	62%	We continue to see good outcomes for households we own a homelessness prevention duty towards, this is	<b>Green</b>

	accommodation 6+ months at end of Prevention Duty					despite a very difficult housing market with rising rents. This has been achieved through additional investment into our prevention teams to deal with demand, and they are successfully keeping more people in their current properties and helping them move before becoming homeless.	
Service	Percentage of households in Temporary Accommodation 12+ months	Quarterly	15%	9%	12%	We continue to see significant levels of move on from our TA into permanent housing, keeping length of stay low despite huge demand on TA placements due to rising homelessness nationally. As a result, only 12% of clients living in TA have been there over 12 months. This may be difficult to maintain with a spike of people between 9-12 months linked to rising TA demand last year but should then drop again. This has been achieved through good prioritisation of the supply of social and private housing for TA move on.	Green
Service	Total standard re-let time in days (House Mark definition)	Quarterly	25	90.6	95.3	An end-to-end void process review has been undertaken to improve performance in this area. On-going work is continuing to embed the improvements identified to bring down average re-let times for properties to acceptable levels across several teams – including the Tenancy Management, Voids, Property and Allocations Teams. A significant number of properties that became void	Red

						<p>before the processes were changed, were let in the second quarter, impacting the overall average shown. However, re-let times for new voids since 1/4/24 have improved significantly and will reduce overall void times as improvements to the processes are further embedded. The average relet times for new voids have dropped from 96.89 days in Q4 23/24 to 69.71 days in Q1 (24/25) and were down to 46.12 days in Q2 (24/25).</p>	
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