

Development Management Quarter 4

Average Planner Caseload

40
TARGET 50

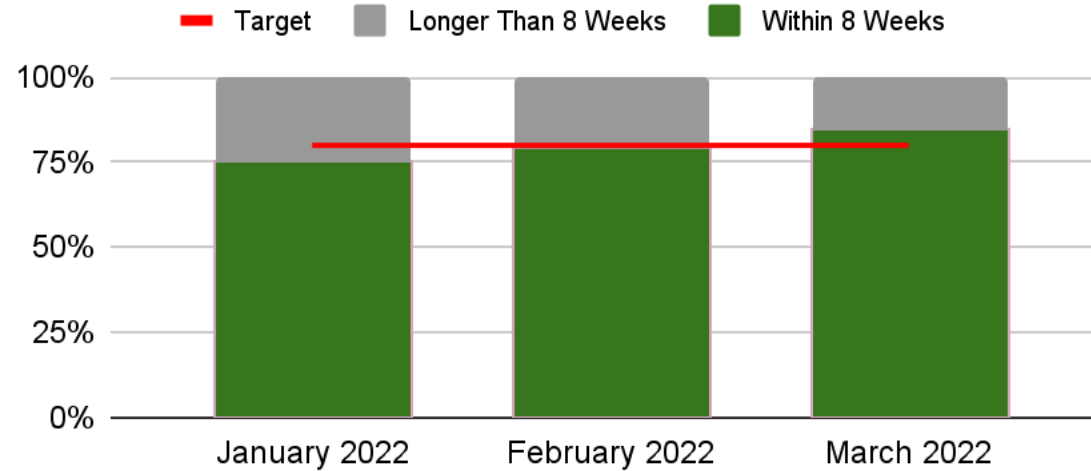
Average Senior Planner Caseload

27
TARGET 35

Average Principal Planner Caseload

17
TARGET 20

Planning Decisions (PS1/PS2) made within 8 weeks or agreed time (Excludes applications for discharge of conditions, pre application advice and general enquiries)



Average Cases closed per Planner in Quarter

49
TARGET 50

Average Cases closed per Senior Planner in Quarter

19
TARGET 40

Average Cases closed per Principal Planner in Quarter

20
TARGET 25

Average days from receipt to validation

8
TARGET 7

Customer Satisfaction



90.5%

The central bar chart shows planning determination performance is gradually improving and exceeded its target in March 2022. The team has reached full capacity with all vacant posts filled including two additional posts, which is having a positive impact on officer caseloads. This has allowed the team to revert to their intended structure, ensuring that Principal and Senior Planners caseloads have decreased as a result of not trying to cover the work of vacancies in addition to their own complex caseload. Senior Officer closure rates have been impacted by a vacancy arising at the end of Q3, which was filled in March 2022.

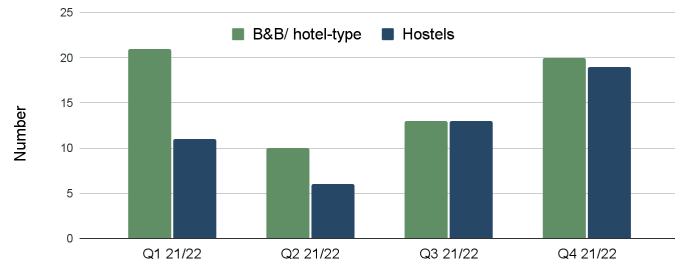
The decision to enter into a shared partnership arrangement for the technical administrative part of the service has paid dividends as nearly half of the team at West left during the first part of the quarter. The arrangements prevented the development of a large backlog of applications awaiting registration/validation. The average days from receipt to validation was impacted by a higher volume of applications in March, ending just outside of the target at eight days. It is expected to return to within seven days in the next quarter, as a result of filling vacancies in the planning admin team.



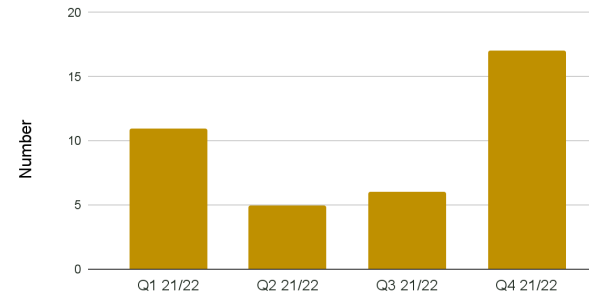
Housing Quarter 4

The Number of households in Emergency Accommodation (B&B/hotel type; and hostels owned and managed by the Council) at the end of each quarter

** 22 bed spaces available in hostels

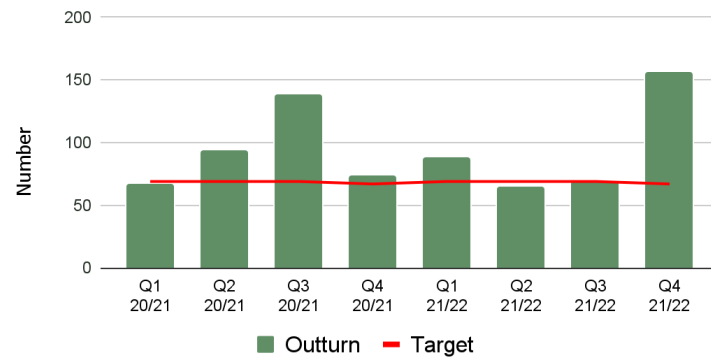


The number of successful 'move ons' from Emergency Accommodation to long term accommodation

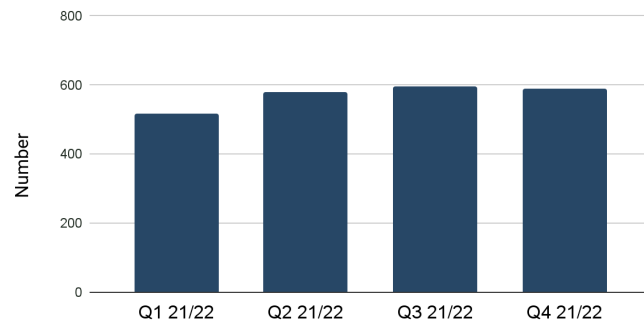


The number of affordable homes reaching practical completion

*practical completion is when the property is ready for occupation; Target is from Local Plan



The number of Long Term Empty Properties (6 months plus) in the District



The number of people contacting the Council as homeless or threatened with homelessness increased in Q3 and into Q4 due to the ending of Covid related financial incentives and the new Government request to accommodate all rough sleepers under Protect and Vaccinate directive in December 2021 in response to concerns surrounding the impact of the Omicron variant.

Going forward, the Housing Team is refocusing more resources on the Prevention approach with the recruitment of specialist Complex Needs officers as well as moving people on from emergency accommodation as quickly as possible using Specialist Temporary Accommodation officers who are able to offer dedicated support and bespoke solutions.

The availability of social housing stock however remains low, partially due to prevention measures in place to assist those affected by the financial implications of Covid and the increasing cost of energy to remain in their own home. Accessing the Private Rented Sector remains difficult due to affordability.

The lifting of the eviction ban on 1 October 2021 has resulted in an increase in both the number of families and domestic abuse cases approaching for assistance with their housing. During Q4, targeted provision for rough sleepers has been provided as part of the Severe Weather Emergency Protocol. Over the coming months, the Council will need to be mindful of potential future demand resulting from asylum dispersal and the impacts on services.

Through negotiation with developers, the Council is able to facilitate the delivery of affordable housing. 156 homes were completed for affordable rent and shared ownership making a total of 378 for the year, well ahead of the target. The success of the Oxfordshire Growth Deal schemes is becoming apparent with 80 homes completed in Q4 on the Housing 21 affordable extra care scheme at Chipping Norton. In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. The Council's Long Term Empty officer contacts property owners to offer advice on the options available to them, and during Q4 removed 170 properties from the LTE list, although 163 were added. A three month rolling action plan is in place to reduce the number of LTE properties