

# Development Management Quarter 3

Average Planner Caseload

38  
TARGET 50

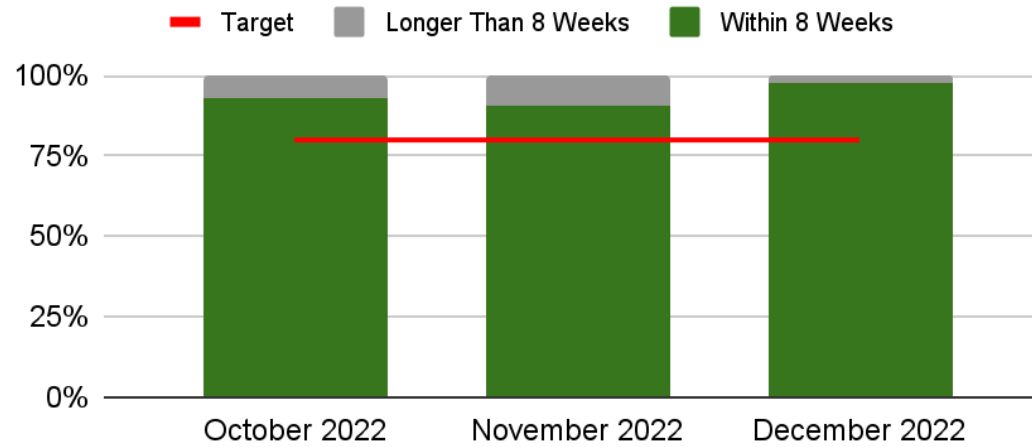
Average Senior Planner Caseload

41  
TARGET 35

Average Principal Planner Caseload

21  
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

45  
TARGET 50

Average Cases closed per Senior Planner in Quarter

39  
TARGET 40

Average Cases closed per Principal Planner in Quarter

19  
TARGET 25

Average days from receipt to validation

7  
TARGET 7

Customer Satisfaction



n/a

Planning determination times for 'Minors' and 'Others' are continuing to improve and caseloads have become more manageable. The service reports that the number of applications coming into the service has slowed but still exceeds historical levels which is in line with the national trend.

Overall staff capacity has improved since the beginning of this financial year, although two planning officers left the organisation during the latter part of Q2, adding to the two existing vacant enforcement posts. During the quarter, one vacant senior officer post was filled (working half time in DM and half time in enforcement); and there was a restructure of the existing team to improve capacity. The remaining vacant DM post will become an enforcement post which will commence in mid-February 2023. This will have a positive impact on performance as it will reduce the need for DM officers to take on enforcement work in addition to their current workloads which is not reflected in the average caseload metrics.

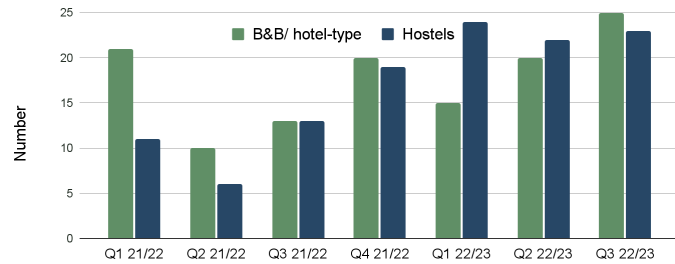
An improved DM dash will be designed for 2023-24 to provide more useful metrics to gauge performance as well as throughput, and which better reflects the current context.



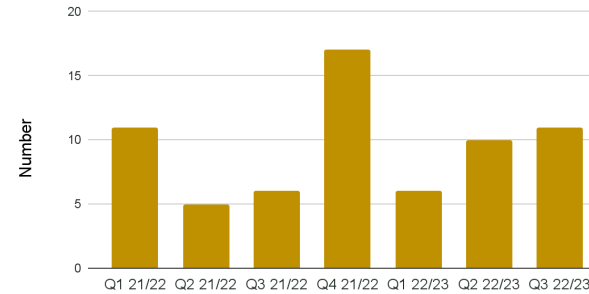
# Housing Quarter 3

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

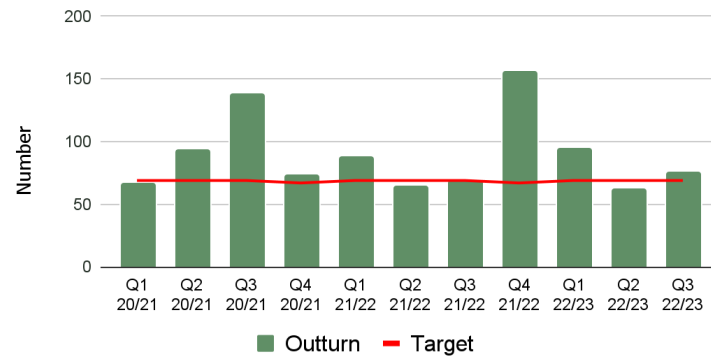


The number of successful 'move ons' from Emergency Accommodation to long term accommodation

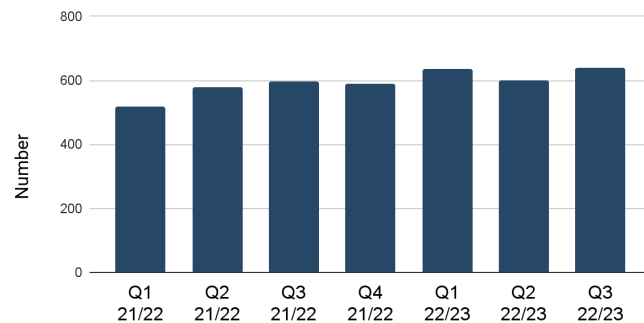


The number of affordable homes reaching practical completion

\*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 pressures on Housing services, systems and pathways remain high. The numbers of people contacting the Housing team continues to rise due to the cost of living crisis, the evolving Homes for Ukraine situation and the cold weather during December 2022.

The cold weather, along with the cost of living crisis has resulted in some people who would normally be staying between family and friends becoming homeless which has required greater use of hotel placements. The use of this type of placement impacts on the Council's budget as not all of the costs can be recovered by claiming Housing Benefit. The Council's owned and managed hostels are operating at capacity.

The Council has received additional Winter Pressures funding to support the increase in homeless cases and resulting pressures on services which is being used for temporary resources to assist with 'moving on' people who were accommodated during the recent severe cold weather.

The specialist Ukraine Housing Officer (funding secured from County) is working with families and hosts to prevent homelessness wherever possible and assist families to secure their own accommodation in the private sector.

Seventy-six affordable homes (41 affordable rent and 35 shared ownership) reached practical completion in Q3. The affordable housing provision at Shilton Road, Burford has now concluded. Registered Providers report that a number of completions scheduled for Q3 have now been reforecast for Q4 although the year end forecast is unaffected at this stage. Overall, a total of 234 for the year has been completed against a target of 207.

In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. During Q3, 137 properties were removed from the LTE list, although 175 were added. The two main strands of work are maintaining accurate LTE data, and then through improved reporting, better targeting properties to return them into use. Some of the work is resource intensive as the properties are owned by households. The cost of living crisis is likely to be having an impact on bringing LTE properties back into use