

# Development Management Quarter 4 Performance

January 2023 - March 2023

Average  
Planner  
Caseload

**38**  
TARGET 50

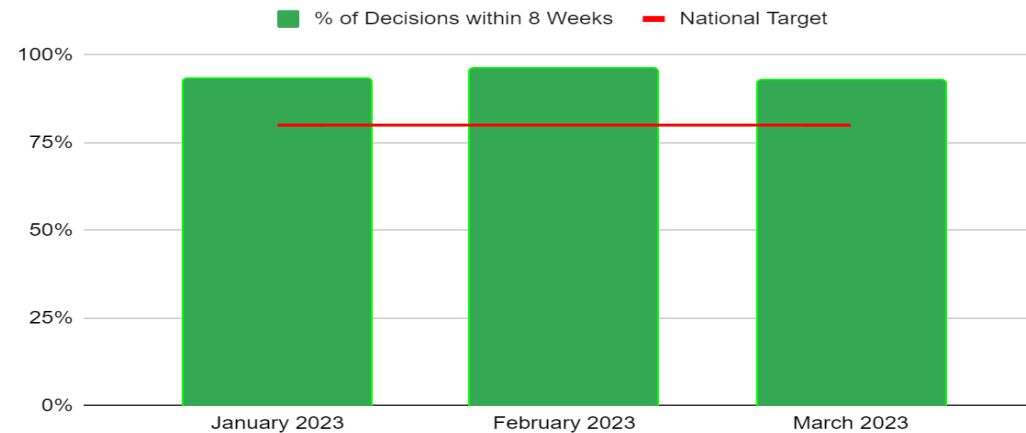
Average  
Senior  
Planner  
Caseload

**34**  
TARGET 35

Average  
Principal  
Planner  
Caseload

**16**  
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

**69**  
TARGET 50

Average Cases  
closed per  
Senior Planner  
in Quarter

**41**  
TARGET 40

Average Cases  
closed per  
Principal  
Planner in  
Quarter

**18**  
TARGET 25

Average days from  
receipt to  
validation

**14**  
TARGET 7

Customer  
Satisfaction



n/a

Overall, planning determination times for all types of applications have made good improvements over the course of the year, with the majority of targets now being met or exceeded. In fact the last 5 quarters have seen improvements. Workloads are more manageable as the number of applications continues to slow in line with the national trend. This has translated into a greater focus on closing cases as is evident in the closure data for each group of planners. Better capacity in the DM team means that there is more scope for upskilling but a shortage of ecologists is still delaying response times for some planning applications.

As a result of the PAS report, further improvements and revisions have been compiled in a report which is due to go to cabinet in Q1 of 2023-24.

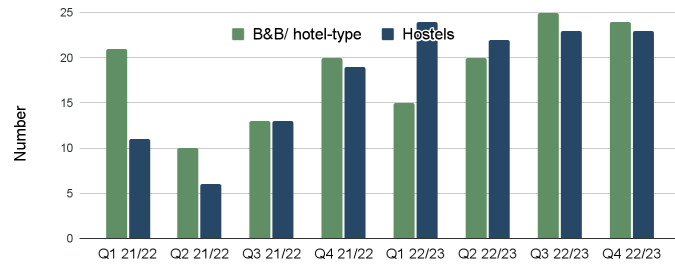
The validation checklist was launched in February as part of the improvement roadmap. It has largely been well received and has resulted in a better quality of applications, however this has not yet translated into quicker validation times. The sections around Biodiversity and Sustainability have had more significant changes in preparation for new legislation later in the year and, following feedback from agents, these sections will be reviewed.



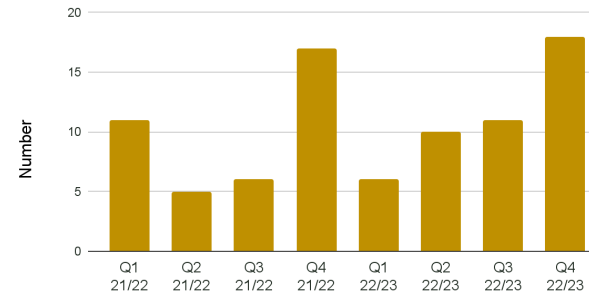
# Housing Quarter 4

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

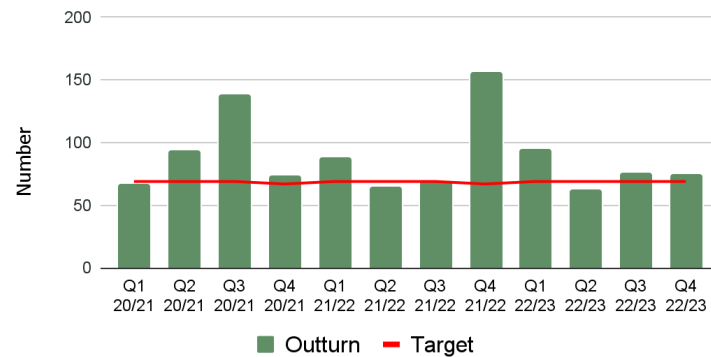


The number of successful 'move ons' from Emergency Accommodation to long term accommodation

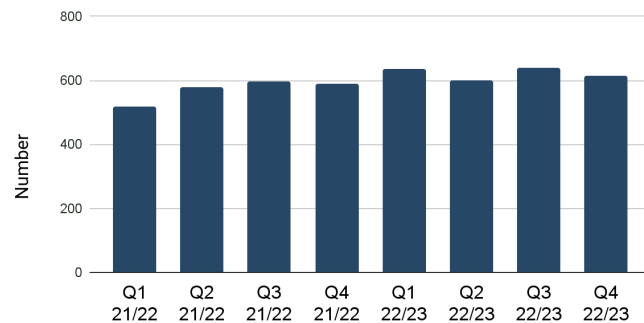


The number of affordable homes reaching practical completion

\*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 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 and the evolving Refugee schemes, specifically Homes for Ukraine and Afghan Resettlement. The continuing 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 however the use of specialist Temporary Accommodation officers are able to offer dedicated support and bespoke solutions for helping clients move on successfully from emergency accommodation..

The Housing Team have been successful in addressing some complex issues surrounding accommodation for 4 entrenched rough sleepers during the winter months and have now brought them into longer term accommodation. Although West Oxfordshire's entrenched rough sleeping population of 6 to 7 people sleeping out at any one time has been traditionally low compared to neighbouring areas, thanks to the dedicated work of our Rough Sleeping Specialist and our county Outreach partners, West Oxfordshire is now reporting one entrenched rough sleeper. Any one new to the streets are contacted swiftly and accommodation solutions offered at the earliest opportunity. The aim is to end rough sleeping for all however, where it does unfortunately occur, this is rare and short lived.

Our three grant funded Housing Specialist Officers, including our Ukraine Specialist Officer are also working with families and to prevent homelessness wherever possible and assist families to secure their own accommodation in the private sector. The successful recruitment of a further Complex Needs specialist will complete the Team by offering bespoke and early interventions to our most vulnerable clients to further prevent homelessness from occurring.

Seventy-five affordable homes (50 affordable rent, 2 first homes and 21 shared ownership) reached practical completion in Q4.. Overall, a total of 309 for the year has been completed against a target of 274.

Proactive work continues with individual property owners to reduce the number of LTE properties in the District - During Q4, 238 properties were removed from the LTE list, but 215 were added.