

National Indicators 2008/2009 April 2008 - March 2009						
Indicator Description		Quarter Three	Performance	Quarter Four	Performance	Comments
Customer Service & ICT						
NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Actual	13.73%	G	10.31%	G	For the period September 2008 to March 2009 82,231 contacts, (via face to face and telephone channels) to customer services were assessed. The percentage of avoidable contact has reduced from 29% for the month of September 2008 to 5.9% in March 2009 following significant improvements in processes.
	Target	35.00%		35.00%		
Development Control and Major Developments						
NI 157: Processing of planning applications as measured against targets for "major" application types	Actual	85.00%	G	85.71%	G	CMT Success The Major Developments team's robust approach to large scale development, whilst working with partners both inside and outside of CDC has ensured a high level of performance. It should be noted that in the current economic circumstances, a longer view will need to be taken in 2009/10 to ensure that these schemes are retained within district.
	Target	80.00%		80.00%		
NI 157: Processing of planning applications as measured against targets for "minor" application types	Actual	59.01%	R	61.73%	R	CMT Exception As predicted performance met NI 157 for Quarter 4. This however was not enough to recover the whole year, due to issues previously documented. It is likely that performance will now be maintained at this level.
	Target	85.00%		85.00%		

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NI 157: Processing of planning applications as measured against targets for "other" application types	Actual	71.01%	R	72.70%	R	CMT Exception Performance met NI 157 in Quarter 4. It is predicted that this level of performance will be maintained during 2009/10, although the service is likely to suffer from staff shortages during the summer (June - Oct).
	Target	92.00%		92.00%		
Environmental Services						
NI 185: CO2 reductions from local authority operations	50		No Data (annual)		N/A	Data for 2008/09 not available until end of May. This will provide baseline for target next year.
	Target	2008 data to provide baseline		2008 data to provide baseline		
NI 188: Planning to adapt to climate change	Actual	SCORE = 0	G	1	G	
	Target	SCORE = 0		1		
NI 191: Residual household waste per household	Actual	386.63 kg/h'hold	A	507.73 kg/h'hold	G	
	Target	384.69 kg/h'hold		512.93 kg/h'hold		
NI 192: Household waste sent for reuse, recycling and composting	Actual	51.22%	G	49.69%	G	
	Target	49.00%		49.00%		
NI 194: Levels of air quality - Reduction in NOx and primary PM10 emissions through local authority's estate and operations	Actual		No Data (annual)		N/A	Data for 2008/09 not available until end of May. This will provide baseline for target next year.
	Target	2008 data to provide baseline		2008 data to provide baseline		
NI 195(a): Improved street and environmental cleanliness - Litter	Actual	4%	G	4%	G	
	Target	6%		6%		
NI 195(b): Improved street and environmental cleanliness - Detritus	Actual	9%	G	10%	G	
	Target	11%		11%		

Indicator Description		Quarter Three	Performance	Quarter Four	Performance	Comments
NI 195(c): Improved street and environmental cleanliness - Graffiti	Actual	1%	G	0%	G	
	Target	1%		1%		
NI 195(d): Improved street and environmental cleanliness - Fly Posting	Actual	0%	G	0%	G	
	Target	1%		1%		
NI 196: Improved street and environmental cleanliness - fly tipping	Actual	3	R	3	R	National Indicator performance improvement requires reduced incidents of fly tipping combined with an increased improvement in number of prosecutions. In 2008/09 incidents rose by 8% whilst enforcement activity increased but prosecutions remained the same.
	Target	1		1		
Exchequer						
NI 180: The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	Actual	4195	G	6293	A	
	Target	4200		6300		
NI 181: Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	Actual	13.48 days	G	11.07 days	G	
	Target	12.86 days		12.86 days		
Finance						
NI 179: Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Actual		No Report for Period		G	Met target subject to statutory financial accounts being finalised.
	Target	£260k (full year)		£260k (full year)		

Indicator Description		Quarter Three	Performance	Quarter Four	Performance	Comments
Housing Services						
NI 155: Number of affordable homes delivered	Actual	64	G	122	G	
	Target	58		100		
NI 156: Number of households living in temporary accommodation	Actual	77	G	63	G	Cherwell's Temporary Accommodation Strategy aims to reduce numbers in temporary accommodation to 33 households by March 2010. This is also a Government target. The excellent work undertaken during 2008/09 to deliver the Strategy has ensured that we are well placed to deliver the 2010 target - although it is important to note that it is difficult to predict future demand particularly in the current economic climate.
	Target	102		96		
NI 187: Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating:						
(a) Percentage dwellings occupied with a low energy efficiency rating;	Actual		No Data (annual)	9.99	N/A	2008/09 data to provide baseline for target next year.
	Target			No target set		
(b) Percentage dwellings occupied with a high energy efficiency rating.	Actual		No Data (annual)	33.77	N/A	2008/09 data to provide baseline for target next year.
	Target			No target set		

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Planning and Affordable Housing Policy						
NI 154: Net additional homes provided	Actual	368	R	426	R	Comparator of 681 for the year (170/171 per quarter) is based on expected supply from deliverable and developable sites from 2007 Annual Monitoring Report (lower projections are included in the 2008 AMR). 2007 forecasts precede the recession. Overall net completions for 08/09 are now confirmed as 426. Housing delivery is projected to rise again in 10/11.
	Target	511		681		
NI 159: Supply of ready to develop housing sites	Actual		No Data (annual)	112.42%	G	
	Target	rolling target of 100%		100.00%		
NI 170: Previously developed land that has been vacant or derelict for more than 5 years	Actual		No Data (annual)	0.04%	N/A	This first return establishes the baseline position using the 2008 NLUD return for the year ending 31/3/08. It is expected that more previously developed and vacant sites will affect future returns as other NLUD sites 'age', including some identified in the 2005 Urban Housing Potential Study.
	Target	Low and reducing % based on baseline 2008		Low and reducing % based on baseline 2008		
Recreation and Health						
NI 8: Adult participation in sport and active recreation	Actual		No Data (annual)	25.30%	G	CMT Success Actual of 25.3% active adult residents against a target of 24%.
	Target	1% increase in participation		24%		
NI 56: Obesity among primary school age children in Year 6	Actual		No Data (annual)		N/A	Data is collected by the Primary Care Trust and is not yet available.
	Target	Local targets have still to be set by PCT		Local targets have still to be set by PCT		

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NI 110: Young People's participation in positive activities	Actual		No Data (annual)		N/A	CMT Emerging Issue Data received is Countywide data taken from schools in the South and Vale and therefore does not represent participation in Cherwell. Survey area now increased to include Cherwell.
	Target	Local targets have still to be set by County Partnership		Local targets have still to be set by County Partnership		
Safer Communities and Community Development						
NI 15: Serious violent crime rate	Actual	0.25	G	0.39	G	Figures relate to numbers of crime per 1,000 population and result in a 23% decrease on 2007 from a lower than average baseline.
	Target	0.36		0.48		
NI 16: Serious acquisitive crime rate	Actual	6.34	A	7.93	G	Performance is a further reduction of crimes in 2007 of 8.9% from a lower than average baseline.
	Target	6.20		8.26		
NI 20: Assault with less serious injury crime rate	Actual	4.74	A	6.53	A	Performance reflects no change from previous year.
	Target	4.60		6.14		
NI 35: Building resilience to violent extremism:						
(a) Understanding of, and engagement with, Muslim communities;	Actual		No Data (annual)	3	G	The Council has regular and reliable mechanisms for frequent contact with Muslim communities (eg Banbury Asian Forum) and is likely to improve its score next year to 4 out of 5.
	Target			2		
(b) Knowledge and understanding of the drivers and causes of violent extremism;	Actual		No Data (annual)	4	G	The Council has strong understanding of the Prevent objectives and the drivers of violent extremism as well as good understanding of local circumstances through police intelligence and the Preventing Violent Extremism (PVE) Group. This score is unlikely to change in the future unless local circumstances change.
	Target			3		

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(c) Development of a risk-based preventing violent extremism action plan;	Actual		No Data (annual)	1	G	Basic action plan in place as no justification identified for more strategically-focussed plan within the Cherwell district. This means that unless local circumstances change, the 1 out of 4 score is also unlikely to change as there will be no need to escalate the process.
	Target			1		
(d) Effective oversight, delivery and evaluation of projects and actions.	Actual		No Data (annual)	2	G	Plans in place for delivery and oversight but still need to develop clear mechanism for evaluation and follow-up. Likely to improve score to a 4 out of 5 in 2009/10.
	Target			2		
NI 184: Food establishments in the area which are broadly compliant with food hygiene law	Actual		No Data (annual)	83.32	N/A	2008/09 data to provide baseline for target next year.
	Target			2008 data to provide baseline		
Urban and Rural Services						
NI 197: Improved local biodiversity - active management of local sites	Actual		No Data (annual)	Indicator Deleted	N/A	Indicator deleted. Revised guidance from Audit Commission states that "Defra has confirmed the Spatial Level is Single tier and county councils" therefore district councils are not expected to report directly into the EDC.
	Target					
Cross-Service Indicator						
NI 182: Satisfaction of business with local authority regulation services	Actual		No Data	90%	N/A	2008/09 data to provide baseline for target next year.
	Target			No target set		

	Quarter One	Quarter Two	Quarter Three	Quarter Four	
Green	8	11	11	18	56.25%
Amber	3	5	5	2	6.25%
Red	0	4	4	4	12.50%
No Data	4	1	1	0	0.00%
No Data (annual survey planned)	13	10	10	0	0.00%
N/A	0	0	0	8	25.00%
No Report for Period	0	1	1	0	0.00%
Total This Period	28	32	32	32	
Overall NI Status	Red	Red	Red	Red	