

Priority Service Indicators 2009/2010 April - June 2009							
	2008/2009 Actual	2008/2009 Target	2008/2009 Performance	Quarter One Actual	Quarter One Target	Quarter One Performance	Comment
<b>Business Services</b>							
BUS 006 % of buildings accessible to people with a disability	100.00	66.70	<b>G</b>	100.00	100.00	<b>G</b>	
<b>Development Control &amp; Major Developments</b>							
NI 157 Processing of "major" planning applications (%)	85.71	80.00	<b>G</b>	20.00	60.00	<b>R</b>	<b>CMT Exception</b> The significant drop in major applications, makes it difficult to manage performance in this area. This has been made more difficult by the contentious nature of the applications considered in the quarter.
NI 157 Processing of "minor" application types (%)	61.73	85.00	<b>R</b>	78.43	65.00	<b>G</b>	<b>CMT Success</b> Performance is consistent and sustainable, despite challenging economic conditions and staff shortages.
NI 157 Processing of "other" planning applications (%)	72.70	92.00	<b>R</b>	86.38	80.00	<b>G</b>	<b>CMT Success</b> Performance is consistent and sustainable, despite challenging economic conditions and staff shortages.
DCMD 001 % of appeals against refusal upheld	21.28	18.00	<b>R</b>	45.45	30.00	<b>R</b>	
<b>Environmental Services</b>							
NI 185 CO2 reductions from local authority operations (%)							Baseline data in 2008/2009. Next report due March 2010.
NI 186 Per capita reduction in CO2 emissions in the LA area							Baseline data in 2008/2009. Next report due March 2010.
NI 188 Planning to adapt to climate change (score)	1.00	1.00	<b>G</b>				Next report due March 2010.
ES 001 % of abandoned vehicles investigated in 24 hours	97.38	95.00	<b>G</b>	94.92	97.00	<b>A</b>	
ES 002% of abandoned vehicles removed within 24 hours	85.03	85.00	<b>G</b>	85.71	86.00	<b>A</b>	
<b>Exchequer</b>							
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	6293	6300	<b>A</b>	4653	4621	<b>G</b>	

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NI 181 Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	11.07	12.86	G	14.28	15.00	G	
EXCH 001 % of Council Tax collected	98.31	98.75	A	29.91	24.63	G	Performance is down on previous years, but this may be due in some part to the fact there is a 7 day delay in posting paypoint and post office payments onto i-World.
EXCH 002 % of NDR collected	98.67	99.30	A	30.98	24.75	G	
EXCH 003 Average time to process new HB/CTB claims	32.23	22.00	R	44.44	31.00	R	<b>CMT Emerging Issue</b> Figures still not improving, but speed of connection to homeworkers and Capita has improved from this week. Also Capita are trying to identify additional resources.
EXCH 004 Average time to process change in circumstances	8.44	7.00	R	12.74	13.00	G	<b>CMT Emerging Issue</b> Figures still not improving, but speed of connection to homeworkers and Capita has improved from this week. Also Capita are trying to identify additional resources.
EXCH 005 % of HB overpayments recovered	75.16	77.50	A		77.50		No data available.
EXCH 006 % of HB overpayments recovered including outstanding	31.82	36.00	R		9.00		No data available.
EXCH 007 % of HB overpayments written off	2.21	5.00	R		1.00		No data available.
Finance							
FIN 001 % of invoices paid on time	98.34	100.00	A	98.66	99.00	A	
Housing Services							
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;	9.99	No target set					Next report due March 2010.

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(b) Percentage dwellings occupied with a high energy efficiency rating	33.77	No target set					Next report due March 2010.
HS 001 Housing advice: repeat homelessness cases	0.00	5.00	<b>G</b>	1.00	5.00	<b>G</b>	
<b>Human Resources</b>							
HR 012 Work days lost due to sickness	8.87	8.00	<b>R</b>	1.37	2.01	<b>G</b>	
<b>Planning &amp; Affordable Housing Policy</b>							
NI 159 Supply of ready to develop housing sites (%)	112.40	100.00	<b>G</b>				Next report due March 2010.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years (%)							Baseline data in 2008/2009. Next report due March 2010.
PAHP 001 Number of conservation area in LA area	56.00	55.00	<b>G</b>	58.00	58.00	<b>G</b>	
PAHP 002 % of 219a with up-to-date character appraisals	37.50	20.00	<b>G</b>	46.55	46.55	<b>G</b>	
PAHP 003 % of 219a with published management proposals	73.20	73.00	<b>G</b>	82.76	82.76	<b>G</b>	
<b>Recreation &amp; Health</b>							
NI 56 Obesity among primary school age children in Year 6							Not measured in 2008/2009. Local targets still to be set by the PCT.
RH 001 Number of visits/usage's to museums in person per 1,000 population	1578.13	1742.00	<b>R</b>	442.36	432.00	<b>G</b>	
RH 002 Number of pupils visiting museums	3351.00	3105.00	<b>G</b>	980.00	750.00	<b>G</b>	<b>CMT Success</b> As predicted, exceptional educational usage in June has pushed this measure above the profiled target.
<b>Safer Communities &amp; Community Development</b>							
NI 32 Repeat incidents of domestic violence							Thames Valley Police indicator. No data available yet.

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NI 35 Building resilience to violent extremism: (a) Understanding of, and engagement with, Muslim communities;	3.00	2.00	<b>G</b>				Next report due March 2010.
(b) Knowledge and understanding of the drivers and causes of violent extremism;	4.00	3.00	<b>G</b>				Next report due March 2010.
(c) Development of a risk-based preventing violent extremism action plan;	1.00	1.00	<b>G</b>				Next report due March 2010.
(d) Effective oversight, delivery and evaluation of projects and actions.	2.00	2.00	<b>G</b>				Next report due March 2010.
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)	83.45	No target set					Baseline data in 2008/2009. Next report due March 2010.
Cross-Service Indicator							
NI 182 Satisfaction of business with local authority regulation services (%)	90.00	No target set		92.00	91.00	<b>G</b>	

Number Green and Amber  
Percentage

19  
86.36%

**Overall Status**

**Red**