			Target	Actual		VS	Target	Actual		VS
Objective	- Measure	Frequency	(pd)	(pd)	Peri	last peri	(VTD)	(YTD)	YTD	last Yea
CBP1.1 - Manage the growth of the district	CBP1.1.1 Meeting key dates for the proposed submission of Local Plan Part 2	Monthly	Delivering to plan	hahind		?	Delivering to plan	hahind		3
 What has happened? Local Plan part 2 has been delayed w Why has it happened? This will remain the case for a number 	hilst attention focuses on the Cherwell er of months.	Local Plan Partial Rev	riew							
CBP1.1 - Manage the growth of the district	CBP1.1.3 Engaging with all neighbouring councils under the duty to co-operate	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan	-	?
CBP1.1 - Manage the growth of the district	CBP1.1.4 Preparation of neighbourhood plans to timetables set in regulations	Quarterly	100 %	100 %	#	-	100 %	100 %	₫*	?
5) Performance on Green or Gre All deadlines have been met for Adde		d Plans.	·							
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.1 Northwest Bicester	Monthly	Delivering to plan	1 Denina		*x	Delivering to plan	Denina		-
2) Why has it happened? The legal agreements for the NW Bic	nt?	scale nature of the de		erefore imp	ortant t	hat agı	reements ar	e right for l	ooth th	e
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.2 Northwest Bicester: Delivery of the Eco - Bicester business centre	Monthly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan	-	-
5) Performance on Green or Gre Eco Business Centre is currently und	en * er construction and progressing to prog	gramme.	'							
,	CBP1.2.3 Adoption of the	Monthly		Slightly			Delivering	Slightly		

Draft plan is being developed and programme for consultation.

2) Why has it happened?

The masterplan needs to fit within the wider planning policy framework for the town and therefore it has been necessary to review the emerging document and programme to ensure that they are compatible.

3) What actions are we taking?

A revised programme for consultation is being produced.

4) When will we see improvement?

	Appendix 3 - A	All Measures: A Dis	trict of Opportu	nity						
Objective	- Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
Revised programme in place by end of										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.4 Marketing Bicester's employment and investment opportunities	Monthly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		?
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.5 Delivering, in partnership, the Healthy New Town programme for Bicester	Monthly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		?
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.1 Bolton Road Consult with local businesses and devleop preferred option for redevelopment	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		-
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.2 Take steps to develop a Masterplan of Canalside in Banbury Town Centre for redevelopment	Quarterly	Delivering to plan	Delivering to plan	700	-	Delivering to plan	Delivering to plan		-
5) Performance on Green or Gree										
Development of the Supplementary Place CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3a Secure start on site for Castle Quay 2	Quarterly	Delivering to plan	Delivering to plan		v	Delivering to plan	Delivering to plan		¥
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3b Attend FM Meetings, improve financial reporting & review investment opportunities	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan		•
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.4 Support The Mill as the primary town centre arts provision in its development activities	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		-
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.5 Completing 2nd stage assessment of the Business Improvement District (BID) for Banbury	Quarterly	Delivering to plan	Delivering to plan	700	→	Delivering to plan	Delivering to plan	-	→
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1 Support business growth, skills & employment in local companies & visitor economy	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		-
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1a Number of business who have received advice	Monthly	10	37	₫.	٠	10	34	₫.	?
CBP1.4 - Promote Inward Investment And Support Business Growth Within The	CBP1.4.2 Continue to use the Cherwell Investment Partnership as a hub for	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		-

						vs				vs
Objective	- Measure	Frequency	Target (pd)	Actual (pd)	Peri		Target (YTD)	Actual (YTD)	YTD	last Year
District	inward investment									
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.3 Ensure that available land and premises for business are promoted locally and nationally	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan	-	-
		1			I	1				4
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.5 Unemployment rate and take up of Job Clubs/Job Fairs by companies	Monthly	0.60 %	0.50 %	₫.	٧	0.60 %	0.50 %	₫	7
5) Performance on Green or Gree	n *									
Very low unemployment is maintained		aimants.								
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.1 A review of the planning pre-application process	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan		7
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.2 Carrying out a survey and establishing baseline satisfaction with services	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan			7
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.3 Developing an action plan for improvement of regulatory services	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan	-	7
CBP1.6 - Consider steps to support the visitor economy and the wellbeing of town centres	CBP1.6.1 Implement the action plan with key attraction and town centres to promote the district	Quarterly	Delivering to plan	Delivering to plan	-	→	Delivering to plan	Delivering to plan	-	-

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	⊕ CBP2.1.1 Achieve 56% recycling rate	Monthly	56.00 %	57.87 %	*	*x	56.00 %	59.62 %	*	v
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	⊞ CBP2.1.2 Residual household waste per household	Monthly	3.65 %	3.61 %	*	*	3.61 %	3.54 %	*	?
CBP2.2 - Provide High Quality Street Cleansing Services, And Tackle Environmental Crime	CBP2.2.1a Undertake neighbourhood blitzes with community involvement	Quarterly	0	1	#	-	0	2	*	*x
	Jeighbourhood Blitz which ran from 18th booked bulky household waste requests CBP2.2.1c % of Successful Flytip actions following			ollected was	s in exce			roughout th		ć. •

	Appendix 3	- All Measures: Safe, Gr	een, Clea	n						
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
Tackle Environmental Crime	investigation									
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.1 Maintain CCTV in all urban areas	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan		-
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.2 Reducing the number of anti-social behaviour incidents in our town centres	Quarterly	300	169	₫.	*x	600	330	₫	?
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.3 Carrying out operations & initiatives in accordance with the joint CDC /TVP night-safe plan	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		3
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.4 Reducing incidents of drunkenness, begging and rough sleeping in the Banbury PSPO area	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		3
5) Performance on Green or Green The PSPO seems to be working as the when requested to stop.		h sleeping complaints has re	educed. Dri	nking in the	e Town	nas redu	uced and of	fenders are	compl	ying
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.5 Embedding new Taxi Policy incl. safeguarding awareness training for licensed taxi drivers	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		?
5) Performance on Green or Green. The new taxi policy has now been place undergone the training.		andatory safeguarding train	ing has bee	n required.	Approx	imately	500 drivers	s out of 600) have	now
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.6 Responding to incidents / complaints regarding licensed premises	Quarterly	Delivering to plan	Delivering to plan	100	-	Delivering to plan	Delivering to plan	700	7
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.7 Undertaking routine food/health and safety inspections as per programme.	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		7
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.1 Deliver the Council's Biodiversity Action Plan	Quarterly		Delivering to plan	*	-		Delivering to plan		-
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.3 Implementing agreed action plans including the promotion of cycling and walking	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		?
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.4 Reviewing progress of the actions in the Air Quality Action Plans with partner agencies	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		7

			Target	Actual		VS	Target	Actual		VS
Objective	Measure	Frequency	(pd)	(pd)	Peri	last peri	(YTD)	(YTD)	YTD	last Yea
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.1 Deliver at least 190 Units of affordable housing	Quarterly	17.00	138.00	₫.	*	33.00	206.00	#	7
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.2 Monitor no.of additional affordable housing units delivered on new developments	Quarterly	Delivering to plan			v	Delivering to plan		-	?
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.3 Create 10 units of accommodation for nomination by the council	Quarterly	2	5	₫*	*	4	5	*	?
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.1 Monitoring of contract for high quality financial & debt advice for vulnerable residents	Quarterly	Delivering to plan			v	Delivering to plan		-	•
	rice has an annual target of supporting ng within the Cherwell District were su									
BP3.2 - Work with partners to	CBP3.2.2 Effective implementation of welfare	Quarterly	Delivering	Delivering	4	→	Delivering	Delivering	-	
CBP3.2 - Work with partners to support financial inclusion CBP3.2 - Work with partners to	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taker to process new Housing	Quarterly		Delivering to plan	*	→		Delivering to plan	X	-
CBP3.2 - Work with partners to support financial inclusion CBP3.2 - Work with partners to support financial inclusion () What has happened? In June 2017 a system conversion w	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taken	Quarterly Monthly The Revenues and Benefit	Delivering to plan 22.00 s data move fro	Delivering to plan 34.27 m Northgat	* e to Aca	→ *	Delivering to plan 22.00	Delivering to plan 29.69	A	-
BP3.2 - Work with partners to upport financial inclusion BP3.2 - Work with partners to upport financial inclusion What has happened? June 2017 a system conversion was moreoving week on week and the average of the conversion was a system conversion.	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taker to process new Housing Benefit claims as undertaken for CDC which saw all to	Quarterly Monthly ne Revenues and Benefit has reduced from 38.06	Delivering to plan 22.00 s data move fro	Delivering to plan 34.27 m Northgat to 34 days	te to Acain Sept	→ *	Delivering to plan 22.00	Delivering to plan 29.69 stem. The s	situatio	n is
CBP3.2 - Work with partners to upport financial inclusion CBP3.2 - Work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion Diameter of the work with partners to upport financial inclusion	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taken to process new Housing Benefit claims as undertaken for CDC which saw all the taken to assess a new claim CBP3.2.2b Average time taken to process change in circumstances ans that we are dealing with a backlook	Quarterly Monthly The Revenues and Benefit has reduced from 38.06 Monthly , and this is reducing even	Delivering to plan 22.00 s data move fro days in August 8.00	Delivering to plan 34.27 m Northgat to 34 days	te to Acain Sept	ademy sember.	Delivering to plan 22.00 software sys	Delivering to plan 29.69 stem. The s	situatio	*
BP3.2 - Work with partners to upport financial inclusion BP3.2 - Work with partners to upport financial inclusion) What has happened? In June 2017 a system conversion we upport financial inclusion BP3.2 - Work with partners to upport financial inclusion) What has happened? s above, the system conversion me) What actions are we taking? team of officers has been establish BP3.2 - Work with partners to	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taker to process new Housing Benefit claims as undertaken for CDC which saw all the rage time taken to assess a new claim. CBP3.2.2b Average time taker to process change in circumstances ans that we are dealing with a backlog ed to focus on the assessment of chart. CBP3.2.2c Average time taker to process new claims and	Quarterly Monthly The Revenues and Benefit has reduced from 38.06 Monthly , and this is reducing every ges.	Delivering to plan 22.00 s data move fro days in August 8.00	Delivering to plan 34.27 m Northgat to 34 days 12.56	te to Act in Sept	ademy sember.	Delivering to plan 22.00 software sys	Delivering to plan 29.69 stem. The s	situatio	n is
BP3.2 - Work with partners to upport financial inclusion BP3.2 - Work with partners to upport financial inclusion What has happened? June 2017 a system conversion we moreoving week on week and the average and the average and the average and the system conversion means above, the system conversion means above, the system conversion means are we taking?	CBP3.2.2 Effective implementation of welfare reform and administration of benefits CBP3.2.2a Average time taker to process new Housing Benefit claims as undertaken for CDC which saw all the rage time taken to assess a new claim. CBP3.2.2b Average time taker to process change in circumstances ans that we are dealing with a backlog ed to focus on the assessment of chart CBP3.2.2c Average time taker to process new claims and changes for HB	Quarterly Monthly The Revenues and Benefit has reduced from 38.06 Monthly , and this is reducing every ges.	Delivering to plan 22.00 s data move fro days in August 8.00 ery week.	Delivering to plan 34.27 m Northgat to 34 days 12.56	te to Act in Sept	ademy sember.	Delivering to plan 22.00 software sys	Delivering to plan 29.69 stem. The s	situatio	n is

	Appendix 3 -	All Measures: A Thriving	Commun	ity						
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1a Number of households living in Temporary Accommodation (TA)	Monthly	41	38	*	v	41	38	*	•
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1b Housing Advice: repeat homelessness cases	Monthly	0	0	*	-	0	0	*	-
5) Performance on Green or Gree CDC have had no repeat homeless cas		to discharge duties are robu	st and succ	essful.						
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.2 Prevent people from	Quarterly		Delivering		-	Delivering to plan	Delivering to plan		?
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.3 10 CHEEP grants allotted to private sector landlords	Quarterly	1	2	#	v	2	2	*	7
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.2 Work with partners to provide the widest level of health care at the Horton Hospital	Quarterly	Delivering to plan	Delivering to plan		v	Delivering to plan	Delivering to plan		-
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.3 With partners help improve lives of most vulnerable from Brighter Futures initiative	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		-
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.4 Get commitment from five local businesses to work towards Workplace Wellbeing accreditation	Quarterly	Delivering to plan	nenina		*x	Delivering to plan	nenina	A	?
1) What has happened? The council has been working towards is also on hold. We are waiting for the	a national set of indicators in order to green light from Public Health England		the nationa	l programm	ne has b	een put	on hold, m	eaning tha	t our d	elivery
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	 CBP3.5.1 Maintain a minimum usage level of visits to CDC Leisure facilities 	Monthly	129,000	123,813	₫	•	774,000	780,427	₫	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1a Number of Visits/Usage to District Leisure Centres	Monthly	11,000.00	111,171	₫	?	66,000.00	596,186	₫	7
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1b Number of visit to Cooper, NOA and WGLC	Monthly	11,000.00	12,642.00	₫	?	66,000.00	66,913.00	₫*	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.2 Undertake feasibility studies for new indoor leisure facilities in Banbury and	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		?

	Appendix 3 -	All Measures: A Thi	riving Commun	ity						
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
	Bicester									
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.3 Complete work on Whitelands Farm Sports Ground outdoor sports pitches	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		7
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.4 Establish sports pitch and facilities strategies for the district	Quarterly	Delivering to plan	nanina	0	-	Delivering to plan	hehind	i 🧶	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.5 Commence, with the aid of external funding the redevelopment of the Hill in Banbury	Quarterly	Delivering to plan	penina		•	Delivering to plan	Slightly behind schedule	i 🧶	*x
peen delayed by TSH architects failing	tional CDC funding of £200,000 had to g to provide the tender documents by t approval by CDC to fund the works. T	the 2nd October as agr	eed.				tender cou	ld be issue	d. This	has als
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.2 Put in place partner organisation with commissioning arrangements to promote volunteering	Quarterly	Delivering to plan	Delivering to plan	700	-	Delivering to plan	Delivering to plan	1 900	7

CBP3.6 - Provide Support To The Voluntary & Community Sector	organisation with commissioning arrangements to promote volunteering	Quarterly	Delivering to plan	Delivering to plan	*	-	Delivering to plan	Delivering to plan	*	?
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.3 Support the growth & development of neighbourhood community associations	Quarterly	Delivering to plan	Delivering to plan	*	→	Delivering to plan	Delivering to plan	*	-
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.5 Support the Local Strategic Partnership in addressing the key issues in the District	Quarterly	Delivering to plan	Delivering to plan	*	→	Delivering to plan	Delivering to plan	*	-
CBP3.7 - Protect Our Built Heritage	CBP3.7.1 Continue programme of Conservation Reviews (5pa)	Quarterly	0	0	*	-	0	0	*	-
CBP3.7 - Protect Our Built Heritage	CBP3.7.2 Respond to consultations from Development Management with design guidance	Quarterly	Delivering to plan	Delivering to plan	*	→	Delivering to plan	Delivering to plan	*	-
CBP3.7 - Protect Our Built Heritage	⊕ CBP3.7.3 Processing of major applications within 13 weeks	Monthly	50.00 %	100.00 %	₫*	-	50.00 %	87.18 %	#	*x
CBP3.7 - Protect Our Built Heritage	CBP3.7.4 Processing of non- major applications within 8 weeks	Monthly	65.00 %	91.73 %	₫	*x	65.00 %	92.28 %	₩*	*x
CBP3.7 - Protect Our Built Heritage	⊞ CBP3.7.6 Major Planning appeals allowed	Monthly	10.00 %	0.00 %	#	-	10.00 %	5.13 %	₩.	•

	Appendix 3 -	All Measures: A Thriving	Commun	ity						
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Year
5) Performance on Green or Green Performance in September was 0%. Performance for September was good	en * and was significantly below the nation	nal threshold of 10%.								
CBP3.7 - Protect Our Built Heritage	⊕ CBP3.7.7 Non Major Planning appeals allowed	Monthly	10.00	0.00	₫	-	10.00	0.88	₫	7
CBP3.8 - Work To Ensure Rural Areas Are Connected To Local Services.	CBP3.8.1 Work with BT/BDUK & Oxfordshire County Council to extend Superfast Broadband District wide	Quarterly	Delivering to plan	Delivering to plan	-	→	Delivering to plan			-

	Appendix 3 - All Measure	s: Sound budgets and cu	istomer fo	ocussed co	ouncil					
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Yea
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.2 Implement the shared corporate IT strategy including a new council website	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan		?
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.3 Percentage of Council Tax collected, increasing Council Tax Base	Monthly	59.00 %	51.81 %	A	*	59.00 %	51.81 %	A	*
 L) What has happened? Due to the system conversion from November. L) When will we see improvemen October - November 2017 	orthgate to Academy, it has not been p	possible to undertake all the	recovery ru	ns as antici	pated. \	We expe	ect that this	will be rec	tified at	ter
CBP4.1 - Reduce the cost of providing our services through efficiencies	⊕ CBP4.1.4 Percentage of business rates collected, increasing NNDR Base.	Monthly	57.00 %	55.99 %	•	v	57.00 %	55.99 %	•	•
 What has happened? Due to the system conversion from November. When will we see improvement of the body of the	orthgate to Academy, it has not been p	possible to undertake all the	recovery ru	ns as antici	pated. \	We expe	ect that this	will be rec	tified at	ter
CBP4.2 - Communicate effectively with local residents & ousinesses, access to services online	CBP4.2.1a Social media ratings : Facebook (Target 12000 likes)	Monthly	4,000	9,699	#	v	24,000	57,203	*	•
CBP4.2 - Communicate effectively with local residents & ousinesses, access to services online	CBP4.2.1b Social media ratings : Twitter (9000 Hits)	Monthly	3,000	6,899	*	v	18,000	40,803	*	•
5) Performance on Green or Green witter continues to offer an excellent	en * t platform to engage end users of our s	services.								
CBP4.2 - Communicate										

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri	vs last peri	Target (YTD)	Actual (YTD)	YTD	vs last Yea
effectively with local residents & businesses, access to services online	CBP4.2.2 Making five more services available online	Quarterly	Delivering to plan	Delivering to plan		٧	Delivering to plan	Delivering to plan		3
CBP4.2 - Communicate effectively with local residents & ousinesses, access to services online	CBP4.2.3 Reducing face to face contact time	Quarterly	Delivering to plan	Delivering to plan	-	v	Delivering to plan	Delivering to plan		7
CBP4.4 - Deliver the outcomes of he commercial strategy to educe the funding gap in the MTRP	CBP4.4.2 Delivering a jointly owned company (with SNC) for Revenues and Benefits services	Quarterly	Delivering to plan	Delivering to plan		-	Delivering to plan	Delivering to plan		7
CBP4.4 - Deliver the outcomes of he commercial strategy to educe the funding gap in the ATRP	CBP4.4.3 Undertaking feasibility studies for the delivery of new commercial services and projects	Quarterly	Delivering to plan	nenina		-	Delivering to plan	Slightly behind schedule	0	7
.) What has happened? Progress has been made in relation to completed in November.	the Bicester Eco-Innovation Centre wh	nich is now in constru	ction phase and th	e business	incubat	or at Fr	anklins Hou	se with fit o	out due	e to be
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.4 Implementing the actions set out in the new Asset Management Strategy	Quarterly	Delivering to plan	Delivering to plan		v	Delivering to plan	Delivering to plan		7
CBP4.5 - Ensure effective governance arrangements are in place for all council owned companies	CBP4.5.2 Include full legal implications in member reports on establishment of companies/entities	Quarterly	Delivering to plan	Delivering to plan	-	-	Delivering to plan	Delivering to plan	-	7
CBP4.5 - Ensure effective povernance arrangements are in place for all council owned companies	CBP4.5.3 Incorporating each approved company entity in accordance with project plan timescale	Quarterly	Delivering to plan	Delivering to plan		→	Delivering to plan	Delivering to plan		?