




Appendix 2 – Monthly Performance Report

January 2019

Includes:

- Joint Programme Measures
- Joint Key Performance Measures (KPIs)

Key to symbols

Colour	Symbol	Meaning for Joint Business Plan Measures	Meaning for Joint Key Performance Measures (KPIs)
Red		Significantly behind schedule	Worse than target by more than 10%.
Amber		Slightly behind schedule	Worse than target by up to 10%.
Green		Delivering to plan / Ahead of target	Delivering to target or ahead of it.

Joint Programme Measures -Protected, Green and Clean

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP1.1.1 Maintain High Quality Waste & Recycling Services	Cllr D Bambridge Cllr D Pickford	Carr, Jane Kane, Graeme Potter, Ed	Christmas collections went well. No major problems, collections back to usual days by the start of January.	New version of Bartec launched in early February for both Councils. This system will offer opportunities to further enhance customer service.	★	Collections gone well in January. Catch up after Christmas disruption was quick & back on track by 2 January	★
JBP1.1.2 Provide High Quality Street Cleansing Services	Cllr D Bambridge Cllr D Pickford	Carr, Jane Kane, Graeme Potter, Ed	No problems over the New Year period. More resources committed to verge clearances.	Carrying on verge litter picking works before grass growing season commences.	★	All on track. During January a significant amount of litter picking on verges taken place as the vegetation has died back. Some disruption as resources diverted to gritting in the later part of January.	★
JBP1.1.3 Tackle Environmental Crime	Cllr D Bambridge Cllr D Pickford	Carr, Jane Kane, Graeme Potter, Ed	Development of action plans continued.	Start implementation of the action plan to reduce fly tipping and promote responsible behaviour regarding waste.	★	Action plan developed and planning for implementation underway	★
JBP1.1.4 Reduce Our Carbon Footprint and Protect the Natural Environment	Cllr D Bambridge Cllr D Pickford	Carr, Jane Kane, Graeme Riley, Nicola Webb, Richard	For both CDC and SNC discussions are taking place with Communications regarding the use of Social Media to put out messages about the actions individuals can take to reduce air pollution.	For both CDC and SNC work is starting on the 2019 Annual Status reports to be submitted to Defra by the end of June. The reports will provide a review of the air quality monitoring undertaken in 2018. SNC - A briefing note on air quality in the Towcester Air Quality Management Area will go to Scrutiny Committee on the 20th February 2019. The report compares the data for nitrogen dioxide levels when the A5 through Towcester was closed during August to November 2018 for road repairs, with similar periods in 2017 when open. As expected, because emissions from road transport are the main source of the pollution, the data shows a significant reduction in measured nitrogen dioxide levels during the months there were road closures along the A5. CDC - A meeting is to be arranged with County Highways to review progress of the actions in the Air Quality Action Plan.	★	Air quality monitoring continued across both districts with the monitoring of nitrogen dioxide levels at 47 locations in CDC and 32 locations in SNC. CDC - Work is ongoing regarding an anti-idling campaign at the London Road crossing in Bicester.	★

Joint Programme Measures -Protected, Green and Clean

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP1.1.5 Mitigate the Effects of HS2	Cllr C Clarke Cllr S Clarke	Carr, Jane Feehily, Paul Newton, Jim	SNC Forward Plan for period January to July 2019 issued.	Progress discussion on design parameters for route wide 'common' elements. Engagement on Key Design Elements viaducts at Lower Thorpe and Edgcote.	★	SNC Forward Plan for period to July2019 issued ON 31.1/19, identifies works with anticipated timings to be progressed.	★
JBP1.1.6 Maintain the District as a Low Crime Area	Cllr A McHugh Cllr K Cooper	Carr, Jane Kane, Graeme Riley, Nicola Webb, Richard	The Community Safety Action Plan review will continue throughout Q4. Safeguarding training was offered to Cllrs in Cherwell and South Northants with over 30 across both organisations choosing to attend the training. Training assessment and need is still under review.	Continue to review the Community Safety Partnership Action Plans in Q4	★	During the last month crime trends have remained stable across both District areas. There is no significant exceptional reporting in South Northants with crime data showing that SNC has the lowest reported crime in the County. A successful rural crime event was held with over 80 land/business owners' feedback was positive. We will look at measuring the impact on this event alongside rural crime stats moving forward. Cherwell continues to see an increase in burglary and there are several activities supported by the Council supporting the police in this area. There will be some changes to partnership meetings to ensure that we continue to remain fit for purpose and in a position to respond to crime and community safety peers. A plan is in place to reduce the impact of ASB in Bicester Town Centre.	★
JBP1.1.7 Protect the Built Heritage	Cllr C Clarke Cllr R Clarke	Carr, Jane Feehily, Paul Jolley, Robert Newton, Jim	CDC - Dates have been set for Somerton and Stratton Audley Consultation. SNC - No change from December 2018. Delivering to Plan. Agreed work plan to consider the following villages: Helmdon, Shutlanger, Whittlebury, Syresham, Horton, and Wappenham.	CDC - Work on Ardley Conservation area continues. SNC - Research on the suitability (or not) for the possible designation of Shutlanger and Helmdon as conservation areas is underway and is scheduled for March Committee	●	CDC - The dates of consultation of Stratton Audley and Somerset have been set, Somerton on 26th February and Stratton Audley on 9th April, which will coincide with the Parish Council Meeting. Work is also nearing completion on Ardley Conservation area. SNC - No change from December 2018. Delivering to Plan. All conservation area appraisals well received by Committee. Other villages to be considered are: Helmdon, Shutlanger, Whittlebury, Syresham, Horton, and Wappenham.	●

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP2.1.1 Provide & Support Health & Wellbeing	Cllr A McHugh Cllr C Clarke Cllr K Cooper Cllr T Ilott	Carr, Jane Feehily, Paul Riley, Nicola Rowe, Rosie	<p>CDC & SNC - Wellbeing Activity Maps consolidated, and further activities added.</p> <p>SNC - 'Good Neighbour' scheme development SLA agreed with Northants ACRE.</p> <p>CDC - 'Community Connect' Social Prescribing scheme launched. Initially working with Deddington Health Centre and Bicester Health Centre.</p>	<p>CDC & SNC - Wellbeing Activity Maps: Promotion through new channels, including social media, to increase public awareness.</p> <p>CDC - Work with Citizen's Advice to roll out social prescribing & to develop delivery capacity in voluntary sector.</p> <p>SNC - Work with Health & Wellbeing Forum partners to bid for and deliver programmes funded by Northants Public Health Grants.</p>	★	Social Prescribing is run by Citizen's Advice, with funding & support from CDC & Oxon Clinical Commissioning Group. Public Health Grants is a new initiative funded by NCC.	★
JBP2.1.2 Provide enhanced leisure facilities	Cllr G Reynolds Cllr K Cooper	Carr, Jane Didcock, Liam Kane, Graeme Riley, Nicola	<p>As reported in the previous month the new Brackley Leisure Centre opened in November 2018. Usage of the new centre has been excellent with around 25,000 reported visits in December 2018 compared to the combined usage in December 2017 of circa 15,000. Brackley Leisure Centre also hosted its Opening Event for the new facility on Saturday 19th January supported by Olympian Mark Foster.</p>	<p>Works are planned in April 2019 to replace the metal halide floodlights with a new LED version at Cooper Sports Facility Artificial Pitch.</p>	★	Works were completed in December 2018 to the Gym Facilities within Cherwell at Spiceball, Bicester and Kidlington and Gosford Leisure Centres.	★

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP2.1.3 Provide support to the voluntary sector	Cllr A McHugh Cllr K Cooper	Carr, Jane Kane, Graeme Riley, Nicola	Play: Full - Holiday Hunger initiative evaluation published and shared with Brighter Future partners and stakeholders Cherwell Young People Play & Wellbeing partnership forum delivered - 17th January.			Community Link January newsletter supporting our voluntary sector – Contents included a new year calendar of training opportunities for voluntary organisations with themes of recruitment and retention of volunteers managing volunteers and mental health & wellbeing sessions. Funding was also a focus giving groups funding ideas and help to sustain projects in the future. New Year Wishes event Grimsbury – The Brighter Futures event will take place on the 18 of February engaging with the community by offering fun activities and opportunities being delivered by local groups and organisations. During the event residents will be asked about their aspirations and wishes for Grimsbury in 2019 and the feedback will be used to form an action plan for the community. A Grimsbury network of partners and stakeholders will continue to meet to look at delivering the action plan working closely with residents to make Grimsbury a great place to live. Hill Implementation Group – The first meeting set the terms of reference for the group, identified potential funding to develop programmes in the new centre moving forward and the operational plans for autumn 2019. A site visit with all stakeholders took place on 25 of January to monitor the builds progress to date.	★
			Hill Implementation Group - First meeting 18th January.	Hanwell Fields Community Centre café launch - Feb 2019.			
			Community Link publication distributed to Voluntary sector partners to support them in their work and share good practice South Northants Youth Engagement became a charity on 15th January.	Bicester volunteer fair for schools to be delivered - 8th Feb at Bicester Sports Centre. Grimsbury New Year wishes consultation event to be delivered 18th Feb at Burchester Place Community Hall. Age Friendly Banbury stake holder steering group meeting - 15th Feb.			
			Monte Carlo Rally, Connecting Community stand on 31st January. Linking residents to information & advice from the District Council - 135 engaged	Brackley Play Day preparation - 10th April			

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP2.1.4 Enhance community resilience as part of emergency planning	Cllr A McHugh Cllr D Bambridge	Carr, Jane Kane, Graeme Riley, Nicola Webb, Richard	<p>Officers worked with partners through the local resilience forums events to start preparing for any disruption which could arise through the different Brexit scenarios.</p> <p>Senior managers attend emergency planning training facilitated by Oxfordshire County Council in December and further sessions are planned for February. This will enhance the resilience of our senior manager duty rota.</p> <p>A draft report from the audit of progress on improving our business continuity arrangements was received in January.</p>	<p>Senior managers who form part of the duty manager rota will attend training provided by Oxfordshire County Council if they did not attend the previous sessions in December. An EU Exit working group will start to meet to coordinate service planning for potential EU Exit scenarios.</p> <p>Priorities have been agreed for the new Emergency Planning Partnership between Oxfordshire County Council and Cherwell District Council and work will progress against these priorities. This includes planning training for elements of our emergency plans, including setting up rest and reception centres in the event of an incident leading to people having to be evacuated.</p> <p>The Business Continuity audit report will be finalized in February and an action plan will be prepared to address the recommendations for approval in March.</p>	★	<p>In order to ensure we have robust emergency plans and relationships with key partners, we have a number of arrangements in place, including-</p> <p>Facilitating the Inter Agency Group which plans for events at Silverstone in 2019; Engaging with Parish Councils on their local emergency plans together with Oxfordshire County Council; Attending and supporting regional and national exercises, conferences and training with key partners. This has included learning from those agencies involved in major terrorist and weather-related incidents in recent years including Manchester, Salisbury, Lancaster and London. Working with the local resilience forums to assess risks and plan for foreseeable events and circumstances which could adversely impact on our communities.</p> <p>A new partnership is in place with Oxfordshire County Council which involves them in providing expert advice and resource to oversee CDC's Emergency Plans.</p> <p>The Business Continuity working group have reviewed the business plans and updated corporate documents such as the overarching approach and strategy. These will be completed in Quarter 4 ready for approval by the Leadership Team.</p>	★

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP2.1.5 Prevent homelessness	Cllr J Donaldson Cllr K Cooper	Carr, Jane Douglas, Gillian Kane, Graeme	<p>SNC- The team have met with colleagues from the Clinical Commissioning Group and local acute and community hospitals and they are keen to fund an outreach Housing Options service. Staff have also started the review of the customer journey for people approaching the council seeking housing advice and help regarding homelessness to ensure the process is efficient and effective.</p> <p>CDC- A draft Homelessness Prevention Fund policy has been produced.</p>	<p>A further meeting will take place between the SNC housing team and health sector colleagues to progress plans for an outreach housing options service at the local acute and community hospitals by the end of February.</p> <p>Both councils have arranged a session for key stakeholders to provide feedback and comments into the service health check that is currently underway.</p>	★	<p>The 5 additional winter beds for rough sleepers being provided January - March 2019 are now open and being used by people with a local connection to Cherwell. The provision is in Oxford and will provide high level support to help people recover and access accommodation in Cherwell.</p> <p>In January both councils hosted meetings with key partners regarding homelessness prevention work (Homelessness Prevention Network Meetings).</p>	★
JBP2.1.6 Safeguard the vulnerable	Cllr A McHugh Cllr K Cooper	Carr, Jane Kane, Graeme Riley, Nicola	<p>At CDC we drew down £10k of funding from MHCLG for additional winter beds in order to assist rough sleepers off the street January to March 2019. (MHCLG: Ministry for Housing, Communities and Local Government).</p> <p>At both SNC and CDC the average time for assessing new claims for Housing Benefit has improved. The Debt and Money advice team also had a very successful January 19 with financial gains totaling £29k and cumulative gains of over £3m.</p>	<p>At CDC we are extending the provision of 10 additional beds for rough sleepers at Simon House to May 2019 and tendering for this provision to continue until 2020.</p> <p>the Universal Credit project team is meeting again in February 19 to look at the impact of Universal Credit across both districts and to work with partners to address any issues.</p>	★	<p>At CDC a review of the Single Homeless Pathway has been undertaken with a view to meeting the needs of homeless single people and couples with complex needs longer term. This will inform joint commissioning with Oxfordshire County Council and Cherwell specific needs.</p>	★

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Status	Commentary	YTD
<p>JBP2.1.7 Deliver affordable housing and work with private sector landlords</p>	<p>Cllr C Clarke Cllr J Donaldson Cllr K Cooper Cllr R Clarke</p>	<p>Carr, Jane Douglas, Gillian Kane, Graeme</p>	<p>The number of units of new build housing completed are typically low in December and pick up again in January.</p>	<p>CDC So far in 2018/19 (1st April to 31st January 2019) a total of 442 new affordable homes have been delivered. We are on track to exceed our target of providing 400 new affordable homes in 2018/19 with a projected outturn of 599 affordable homes. SNC We are anticipating a further 37 new affordable homes will be delivered by 31st March, which means that our annual target (173) will be met.</p>	<p>★</p> <p>SNC There were 5 affordable housing completions in January, all at Wootton Fields. These comprised of: 1 x 1 bed flat (affordable rent) 2 x 2 bed house (affordable rent) 2 x 3 bed house (affordable rent) This brings the total completions so far for 2018-19 to 141. We are on track to meet our annual target (173).</p> <p>CDC There were 72 affordable housing completions in January. These consisted of 17 affordable rented and 55 shared ownership homes. These comprised of: Affordable Rent 1 x 1 bed flat 4 x 2 bed flats 3 x 2 bed houses 9 x 3 bed houses Shared ownership 10 x 1 bed flats 33 x 2 bed flats 11 x 2 bed houses 1 x 3 bed house We remain on track to meet our annual target.</p> <p>Private Sector Housing work at CDC: Landlords Home Improvement Grants: One further Landlords Home Improvement Grant was completed in January, so the total is 7 so far this year (securing nomination rights for 24 years in total) ; however, a further 2 grants have been approved and 5 are at various stages of discussion with their owners. (Note: once we have advised that enquiries are acceptable in principle, the speed at which they progress to approval and then completion is determined by the property owners and, most specifically, the time they take to weigh their options and obtain prices.) CHEEP: 3 grants have been completed in Quarter 4 so far, and the total for the year has risen to 11. Uptake remains surprisingly modest given the further restrictions on letting rented property with low energy-efficiency that will apply from April 2019. It is intended that this grant will be reviewed during Quarter 4.</p> <p>Private Sector Housing work at SNC: We have worked closely with the owner of a long-term empty house in Brackley to facilitate its renovation. The work is now complete, and it is ready for reuse. We are exploring the option of the Council taking on its management.</p>	<p>★</p>

Joint Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p>JBP2.1.8 Deliver the welfare reform agenda</p>	<p>Cllr J Donaldson Cllr K Cooper Cllr P Rawlinson Cllr T Ilott</p>	<p>Douglas, Gillian Green, Belinda Hunkin, Andrew Taylor, Adele</p>	<p>Universal Credit is having an impact on the workloads in Benefits because of the volume of change data files we are receiving the Benefits team have introduced a new way of working to improve on the average time taken to assess new claims and changes. The team are also undertaking some additional work to look at the accuracy of assessment to ensure residents are receiving the correct benefit. DWP have introduced some changes to Universal Credit which have been briefed to the team and to partners.</p>	<p>The Universal Credit project team is meeting again in February 19 to look at the impact of UC on residents. A work plan will be agreed based on the outcomes of the meeting.</p>	<p align="center">★</p>	<p>Welfare Reform agenda is being delivered and is on target</p>	<p align="center">★</p>

Joint Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP3.1.1 Deliver innovative and effective housing schemes	Cllr J Donaldson Cllr K Cooper	Carr, Jane Douglas, Gillian Kane, Graeme	We have developed a protocol with Oxfordshire County Council to assist Intentionally homeless families to become tenancy ready with Housing Options and Children's Services working together to achieve this. Work is still ongoing to quantify the social value of the proposed community led development and complete development appraisal work to inform the valuation of the council owned land in Hook Norton.	A report relating to the proposed community led housing development is scheduled for the Executive meeting in April.	★	We will consider extending the time allowed in temporary accommodation for vulnerable families who need additional help to become tenancy ready. This will be monitored and kept under review. Work continues with Hook Norton Low Carbon to develop a proposal for a community led housing development in Hook Norton village.	★
JBP3.1.2 Increase Tourism	Cllr L Pratt Cllr S Clarke	Carr, Jane Feehily, Paul Jolley, Robert Newton, Jim	CDC- Promoted Monte Carlo Rally in Banbury 31 Jan 2019. Agreed Cherwell content for Experience Oxfordshire's Visitor Guide 2019. SNC- Work is progressing in the preparation of the new SNC Country Pursuits Guide.	SNC- Attending the Northamptonshire Heritage Forum meeting. Preparations for supporting the Towcester Food Festival taking place in June 2019. CDC - Finalise new Service Level Agreements with Visitor Information Centres (March 2019)	★	SNC- Distribution of tourism guides to local sites continues. Work is progressing in the preparation of the new SNC Country Pursuits Guide. CDC - Monte Carlo Rally was well-attended, boosting winter trade for town centre hospitality venues. Membership and day-to-day liaison with Experience Oxfordshire to promote Cherwell as a visitor destination to support local enterprise and jobs. Contract management of Banbury and Bicester Visitor Information Centres.	★
JBP3.1.3 Deliver the masterplans for the key economic centres	Cllr C Clarke Cllr R Clarke	Carr, Jane Feehily, Paul Jolley, Robert Newton, Jim	SNC - Business Support given to 8 Business Start Ups and 8 contacts made/follow ups with established businesses. CDC - Job Fairs: Promoted Banbury date to employers.	SNC - Job Club working with Revenue and Benefits on a Recruitment evening to promote SNC vacancies and services available at the Job Club. CDC - Banbury Job Fair: Promote date to employers and residents - 8 th March	★	SNC - Continued support to pre-start and existing business with a variety services and visits/meetings. CDC - Banbury Business Improvement District (BID): Continued support to the manager and Board. 100+ businesses contacted with invitations to register for Banbury Job Fair, with 19 of 26 business stands currently signed up for Banbury Job Fair. Banbury Driving Test Centre: Facilitate the identification of new premises Waste Depot in Bicester: Contribute to search for new site.	★

Joint Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
JBP3.1.4 Increase employment at strategic employment sites, promote investments & business growth	Cllr L Pratt Cllr S Clarke	Carr, Jane Feehily, Paul Jolley, Robert Newton, Jim	<p>SNC - 3 SNC Job Club members supported back into work. Local businesses continue to use the job club as a way of promoting their vacancies.</p> <p>CDC- Cherwell Business Awards: Encouraged final nominations (by 6th January) and applications (by 31st January). 24 detailed Business Enquiries; responding promptly to all.</p>	<p>CDC- Cherwell Industrial Strategy staff workshop - 27th February. Business Enquiries: Respond promptly to all Respond to key employment related planning applications.</p> <p>SNC- Supporting Revenue Benefits with a recruitment fair to promote SNC vacancies. Meeting Oclaro at Caswell Science and Technology Park, to discuss merger and future inward investment plans and challenges faced with growth of business. SNC Job Club supporting Oclaro to recruit new staff for their production lines.</p>	★	<p>SNC Job Clubs supporting Revenue Benefits and Oclaro at Caswell Science and Technology Park with a recruitment of new staff. Delivered Civic event for the Celebration of Mercedes- AMG PETRONAS Motorsport winning 5th FIA Formula One Constructors' World Championship.</p> <p>CDC Cherwell Industrial Strategy; continued development of workshop programme Work Experience. Provided a 2-week placement for college Business student – to support future workforce</p>	★
JBP3.1.5 Delivery against Local Plans for CDC & SNC	Cllr C Clarke Cllr R Clarke	Bowe, Andrew Carr, Jane Darcy, Andy Feehily, Paul Newton, Jim Peckford, David	<p>SNC: The Plan was approved for submission by Full Council on January 14th, 2019. The Council has successfully appointed a programme officer to work with the Council and Planning Inspectorate on the examination of the Plan.</p> <p>CDC: The Planning Policy team is preparing for the Public Hearings for the Partial Review of the Local Plan due to take place in February 2019.</p>	<p>SNC: The Council is working with the Programme Officer and Planning Inspectorate to agree dates for the examination.</p> <p>CDC: The timetable for the completion of the Examination of the Partial Review of the Local Plan is in the control of the Planning Inspectorate. Following public hearings in February, the Council will need to wait for the Inspector's findings before determining how to proceed.</p>	★	<p>SNC: Preparation of the Plan is progressing to agreed timescales. It is hoped to secure dates for the examination to take place in early summer 2019. CDC: Public Hearings for the Partial Review of the Local Plan will take place in February 2019. An issues consultation for the Oxfordshire Plan 2050 also commences in February.</p>	★

Joint KPIs - Protected, Green and Clean

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP1.2.1C % Waste Recycled & Composted	CDC	Cllr D Pickford	Kane, Graeme Potter, Ed	47.95%	47.97%	●	Recycling rate is down by 1.9% compared to last year this is mainly due to the hot summer and reduced garden waste. The team are currently promoting recycling in the low participation areas of Banbury and Bicester.	55.22%	56.25%	●

Joint KPIs - Thriving Communities & Wellbeing

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP2.2.1C Number of households living in Temporary Accommodation (TA)	CDC	Cllr J Donaldson	Douglas, Gillian Kane, Graeme	27.00	43.00	★	The Housing Team continue to successfully work to prevent and relieve homelessness minimizing the demand for temporary accommodation. The units are also managed to ensure those placed receive suitable offers to permanent accommodation keeping the time spent in temporary housing to a minimum.	27.00	43.00	★
JBP2.2.2C Average time taken to process Housing Benefit new claims	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	13.07	15.00	★	The average time taken to process New Claims for the month of January 2019 is 13.07 days. Following a change in our process' this has reduced from 18.31 days for the month of December 2018 and is within our target of 15 days. We will continue to monitor New Claims on a daily basis to help to ensure the direction of travel continues below our 15-day target. The national average for processing New Claims is 22 days.	14.67	15.00	★
JBP2.2.3C Average time taken to process Housing Benefit change events	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	9.77	8.00	▲	The average time taken to process change in detail for the month of January 2019 is 9.77 days against our target of 8 days. Following changes to our work practices last month the average time taken to process change in details is heading in the right direction reducing from 11.61 for the month of December 2018 to 9.77 days. We are continuing to monitor our work on a daily basis to help to continue to reduce our processing times to work within our target of 8 days. We continue to consider our resources with the allocation of the work daily with the increasing volumes of changes received following the introduction of Universal Credit.	8.29	8.00	●

Joint KPIs - Thriving Communities & Wellbeing

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP2.2.5C Number of visits/usages of District Leisure Centres	CDC	Cllr G Reynolds	Didcock, Liam Kane, Graeme	157,823	129,105	★	Throughputs within the Cherwell Leisure Centre's demonstrated an overall strong performance compared to the same period last year, there was an overall throughput of 143,506, against 157,823 in 2019. Leading the way was Spiceball Leisure Centre with an increase of 5,500 on the previous year. Whiteland's Sports Ground and Stratfield Brake Sports Ground showed an increase of circa 5,000 and 2,300 respectively. Woodgreen Leisure Centre and Kidlington Leisure Centre showed an increase of around 800 and 1,200 on January 2018. Both NOA and Cooper showed a decrease of 200 and 1000, however this can be attributed to some club cancellations a 'one off' and inclement weather conditions meaning outside pitches were unplayable.	1,409,579	1,262,077	★
JBP2.2.6C % of Council Tax collected, increasing Council Tax base	CDC	Cllr T Illott	Green, Belinda Taylor, Adele	9.42%	9.25%	★	In month collection is up by nearly £44K from December and apart from a dip in December has consistently increased month on month since June. We are continuing to issue recovery to increase collection and are focusing on accounts with enforcement action to maximise collection. Outstanding correspondence has also reduced, and incoming correspondence is being processed in just under 3 weeks, this has enabled us to bill customers quicker in order to receive Council Tax Payments in a timely manner.	93.23%	95.75%	●

Joint KPIs - Thriving Communities & Wellbeing

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP2.2.7C % of Business Rates collected, increasing NNDR base	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	8.38%	7.75%	★	We are processing all correspondence within 2 weeks which has enabled us to bill customers quicker in order to receive Business Rates Payments in a timely manner. We are also proactively contacting customers by phone in order to chase unpaid instalments prior to formal recovery taking place. In addition, we will be concentrating on accounts at Liability Order stage onwards to maximise collection.	93.30%	93.75%	●

Joint KPIs - District of Opportunity & Growth

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP3.2.1C % Major planning applications processed within 13 weeks	CDC	CLlr C Clarke	Feehily, Paul Seckington, Paul	67%	60%	★	3 Major Planning Applications were determined during January. 2 were determined within the target period or agreed time frame. As such 66.67% of Major applications have been determined within time this month and our target of determining more than 60% of Major Applications within the target timeframe has been met.	85%	60%	★
JBP3.2.4C % of Non-major applications processed within 8 weeks	CDC	CLlr C Clarke	Feehily, Paul Seckington, Paul	96%	70%	★	106 Non-Major planning applications were determined during January and 102 were determined within the target period or agreed timeframe. As such, 96.23% of Non-Major applications have been determined within time this month and our target of determining more than 70% of Non-Major Applications within the target timeframe has been met.	91%	70%	★
JBP3.2.2C % Non-Major planning appeal decisions allowed	CDC	CLlr C Clarke	Feehily, Paul Seckington, Paul	1%	10%	★	106 Non-Major applications were determined during January and 1 Non-Major Planning Appeal was allowed by the Planning Inspectorate. Therefore, we are achieving our target of less than 10% of Non-Major Planning Appeals allowed by the Planning Inspectorate has been met this month.	1%	10%	★
JBP3.2.3C % Planning enforcement appeal decisions allowed	CDC	CLlr C Clarke	Feehily, Paul Seckington, Paul	0%	10%	★	There were 5 Planning Enforcement Notices issued during January, but no Planning Enforcement Appeals determined by the Planning Inspectorate. Therefore, the target of having less than 10% of Planning Enforcement Appeals allowed by the Planning Inspectorate in any given month has been met.	0%	10%	★

Joint KPIs - District of Opportunity & Growth

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
JBP3.2.6C Major planning appeal decisions allowed	CDC	Clr C Clarke	Feehily, Paul Seckington, Paul	0.00	10.00	★	3 Major Planning Applications were determined by the Local Planning Authority during January and 1 Major Planning Appeal was determined by the Planning Inspectorate, which they dismissed. Therefore, the target to have less than 10% of Major Appeals allowed by the Planning Inspectorate has been met this month.	2.50	10.00	★