




Appendix 2 – Monthly Performance Report

August 2019

Includes:

- Programme Measures
- 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.

CDC Programme Measures - Clean, Green and Safe

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC1.1.1 High Quality Waste & Recycling	Cllr D Sames	Ed Potter Graeme Kane	Bretch Hill Neighbourhood blitz completed.	Glory Farm Neighbourhood blitz due in late September.	★	Waste Collection service performing well. Much work including roadshows are being carried out to raise awareness and to further enhance the quality of the recycling. As part of the Bretch Hill Neighbourhood blitz, over 600 properties had recycling packs and stickers added to bins with the view to improve the quality of recycling.	★
CDC1.1.2 Ensure Clean & Tidy Streets	Cllr D Sames	Ed Potter Graeme Kane	Bretch Hill Neighbourhood blitz event went well. Additional resources committed to the area including extra mechanical sweeping	Glory Farm Neighbourhood blitz event due in late September. Besides many of the additional activities more on street recycling facilities will be installed	★	Street Cleansing team performing well. A series of staff training sessions took place covering a variety of issues including H&S, Vehicle care, Environmental enforcement and on street recycling material quality	★
CDC1.1.3 Reduce Environmental Crime	Cllr D Sames	Graeme Kane Richard Webb	Continued monitoring of fly tip levels.	Creation of a package for Parish and Town Councils to include information dog-related issues such as fouling and noise complaints.	★	Enhanced working with the waste team to identify all problem areas with local recycling bring banks, including fly-tipping issues.	★
CDC1.1.4 Protect Our Natural Environment and Promote Environmental Sustainability	Cllr A McHugh	Graeme Kane Richard Webb	Continued to support the County Council Public Health Team with air quality initiative at schools.	Review progress of the actions in the Air Quality Action Plan Provide the annual air quality report to scrutiny in November Support the Healthy Place Shaping Team at the Healthy Kidlington workshop on the 5th September with regards to air quality matters	★	Air quality monitoring continued at 47 locations across the district. The Air Quality Action Plan is currently being reviewed in consultation with the County Council Highways and Public Health Teams, and also relevant service areas at Cherwell DC including Planning and Economy. This review will contribute to the development of the annual air quality report.	★
CDC1.1.5 Support Community Safety and Reduce Anti-Social Behaviour	Cllr A McHugh	Graeme Kane Richard Webb	Fairport Convention in Cropredy attended to monitor the temporary taxi rank and check food and water safety. The consultation on the possible renewal of the public spaces protection order for Banbury ran through August. Attended the 'Summerfest Play Day' in Princess Diana's Park to promote safety messages.	Continue to tackle anti-social behavior in Bicester town centre. Complete the consultation on the Banbury Public Spaces Protection Order and analyse the responses. Cherwell Community Safety Partnership meeting on 4th September	★	The Banbury Public Spaces Protection order renewal consultation was launched and promoted in August. The Community Safety Team attended the town centre to speak with visitors and businesses in the area to seek their views about extending the order. Following complaints from members of the public about anti-social behavior in Bicester town centre, individuals who congregate and drink in the town centre were approached to offer support and advise them that action will be taken if the anti-social behavior continues.	★

CDC Programme Measures - Clean, Green and Safe

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC1.1.6 Protect the Built Heritage	Cllr C Clarke	Simon Furlong David Peckford	<p>Work on Heritage Guidance Notes (presently for masonry work and the use of mortar guidance) is on-going.</p> <p>Existing conservation area appraisals for Bloxham and Grimsbury have been reviewed to identify issues / gaps for new appraisals.</p>	<p>Consultation events for Balscote and Duns Tew draft Conservation Area Appraisal will take place in September.</p> <p>Research to commence Bloxham and Grimsbury Conservation Area re-Appraisal will continue.</p> <p>Work on Heritage Guidance Notes will continue.</p>	★	<p>The Conservation team continues to work closely with Development Management (DM) on cases of heritage interest and provide input into Planning Policy work. The Conservation Area Appraisal programme is on-going with consultations commencing in September for Balscote & Duns Tew.</p>	★

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC2.1.1 Promote Health & Wellbeing	Cllr A McHugh Cllr C Clarke	Graeme Kane Nicola Riley	#Community Partnership Network - Terms of reference reviewed and suggestions made for successor group.	#Staff Volunteering To be promoted in September 'In The Loop' #Community Partnership Network meeting on 10 September.	★	Community Partnership Network has tended to be strongly focused on Horton Hospital. The group are looking to reform to better reflect the new integrated health services approach across Cherwell and Oxfordshire	★
CDC2.1.2 Improve Leisure & Community Facilities	Cllr G Reynolds	Graeme Kane Nicola Riley	The Spiceball Leisure Centre swimming pools works in Banbury and the replacement of the fencing to the Artificial Pitch at the Cooper Sports Facility in Bicester have been completed.	Quotations for Height Restriction Barriers and lockable gates for both Bicester Leisure Centre and Whiteland's Farm Sports Ground to deter any unauthorised access are being sought. It is expected that works to the replacing of the Spa at Bicester Leisure Centre will commence in late September early October. In addition, the Sauna at Spiceball Leisure Centre will be replaced in the same period.	★	The works were nearing completion for the Learner Pool at Spiceball after the Main Pool opened at the beginning of August. The Learner Pool works are now complete and the pool re-opened on Tuesday 20th August. The replacement of the fencing/hockey goal stores at the Cooper Sports Facility as part of the Joint Use agreement with the school has been completed to a high standard and will ensure community use for a minimum of ten years on this site. The facility re-opened on Tuesday 27th August	★

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC2.1.3 Support the Voluntary Sector	Clr A McHugh	Graeme Kane Nicola Riley	<p>Summer Fest - Brighter Futures Play Day 20th August Princess Diana Park delivered.</p> <p>Age Friendly Banbury Pop up consultation event 22nd August Castle Quay delivered.</p> <p>Play: Full holiday hunger summer holiday initiative delivered throughout the school holiday period in Brighter future wards. #Cherwell Lottery growth plan drafted and discussed with Comms team.</p>	<p>Various project groups due to meet in September Age friendly Banbury.</p> <p>Town Centre theme 3rd Sept RVS Centre 1.30pm Getting About theme 18th Sept Waitrose 1pm Wellbeing & Community services theme 19th September The Mill 3pm Getting Connected theme 4th Oct 3pm (Venue TBC) Grimsbury Network meeting 4 September.</p> <p>Bicester Festival 20 - 22 September.</p> <p>Cherwell young people, play & wellbeing partnership 24 September.</p> <p>The Hill stakeholder partnership meeting 26 September.</p> <p>Kingsmere Connect 50 initiative to launch Sept 2019 Community Link autumn publication will be distributed in September. #Support Volunteer Link-Up (VLU) to start new 'Good Neighbour' schemes in rural communities.</p>	★	<p>Pop up Age Friendly consultation event delivered on the 22nd of August in castle Quay. The event focused on the 4 key themes of Age Friendly, Getting Connected, Getting About, Town centre and Wellbeing & Community services and allowed residents to have their say in these areas. The feedback will be used at the next focus group meetings for stake holders to discuss</p> <p>Summerfest our Brighter Futures Play Day in Princess Diana Park was a great success attracting over 600 people on the 20th of August. The event allowed us to engage with local residents about the new Hill centre, getting their views on what activities and opportunities they would like to see in the new programme but also to showcase up to date visuals of the new build. The Cherwell theatre company also joined the event providing an outdoor theatre experience for the community</p> <p>The Hill – Key stakeholders under the themes of Sports, physical activity & health and Arts, culture & community will come together on the 26 Sept to look at the future programme of the centre and how they can be involved in developing this. Partners include Public Health, The Mill Arts Centre, Active Oxfordshire and local organisations.</p> <p>Cherwell young people, play and wellbeing partnership is a forum that brings together stakeholders, voluntary organisations and groups who work with young people to share good practice, work together on joint initiatives and address concerns in the district around youth issues. Kingsmere Connect 50 is a new initiative set up to support older people on the new development to link them to new activities and provide a social space for them to meet in the new community centre. Age friendly Banbury stakeholder focus groups will meet in September & October to set action plans under the 4 themes of the initiative.</p> <p>A small (£6k) Service Level Agreement has been agreed with Volunteer link Up to start or expand six volunteer-led sustainable local good neighbour schemes to provide practical support and befriending.</p>	★

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC2.1.4 Enhanced Community Resilience	Cllr A McHugh	Graeme Kane Richard Webb	<p>The adverse weather plan for Cherwell has been updated. There was an Emergency Planning stand at the Summerfest Play Day Work started on reviewing flood risks and management arrangements. Community Resilience information provided in Bicester Town Library. Bitesize training for Cherwell staff continues to be delivered monthly.</p> <p>Resilience information provided in Bicester Town Library. Bitesize training for Cherwell staff continues to be delivered monthly.</p>	<p>Continue to tackle anti-social behaviour in Bicester town centre. Complete the Banbury Public Spaces Protection Order consultation and analyse outcomes. Cherwell Community Safety Partnership meeting on 4th September. Supporting Bicester Town Council to write a community resilience plan and review their business continuity plans. Business Continuity workshop for small businesses to be provided at the Perch in October. Continuing to support EU Exit contingency planning for Cherwell and the county business continuity plans. Business Continuity workshop for small businesses to be provided at the Perch in October. Continuing to support EU Exit contingency planning for Cherwell and the county.</p>	★	<p>Connections have been made between the Emergency Planning team and the Perch in Bicester to promote business continuity awareness for small businesses. The Emergency Planning team have also met with the Castle Quay management to offer support on business continuity planning and emergency response, including in preparations for Castle Quay 2. Brexit preparations continue with Cherwell's Brexit working group ensuring that we can support people who need assistance with the EU Settlement scheme and that we encourage businesses to prepare by promoting the national support materials that are available that we encourage businesses to prepare by promoting the national support materials that are available.</p>	★
CDC2.1.5 Homelessness Prevention	Cllr J Donaldson	Gillian Douglas Graeme Kane	<p>Visit by Ministry of Housing, Communities and Local Government - 22/8/19 - to feedback on the success in implementing the new duties under the Homelessness Reduction Act 2017 to prevent and relieve homelessness. Successfully completed with positive feedback received about the quality of the interviews and commitment by CDC staff to implementing a prevention focused service.</p>	<p>We will complete the testing phase for an upgraded Homechoice system with a view to the new system being operational mid October. This will include the facility for customers to directly attach required proofs when submitting the applications for social housing. The new system will also enable the housing team to assess and activate housing applications more quickly so that customers can start bidding for properties as soon as possible.</p>	★	<p>The number of households in temporary accommodation (TA) continues to be well below target as a result of the focus on working with clients before they are in crisis and assisting them to resolve their housing situations as early as possible. This has created some capacity in the TA stock which has allowed CDC to offer some ongoing support to a number of households where no formal duties are owed. We are offering these households additional time to address barriers to accessing settled accommodation, such as former tenancy arrears or previous poor tenancy management. As well as the accommodation, intensive support is provided to enable clients to secure and sustain housing going forward.</p>	★

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p>CDC2.1.6 Support and Safeguard Vulnerable People</p>	<p>Cllr A McHugh</p>	<p>Graeme Kane Nicola Riley</p>	<p>We continue to support our more vulnerable residents by ensuring the average time taken to assess new claims for Housing Benefit is good at 12 days against a local target of 15 days and a national average time of 20 days. Any residents declaring a change in circumstances can expect to have their claim re- assessed in an average of 5.5 days against a target of 8 days. We are also continuing to support those who have a shortfall in their Housing Benefit and eligible rent in the form of Discretionary Housing Payments. Work continues to review the delivery of the safeguarding process and the replacement of the safeguarding officer.</p>	<p>We are required to review our Council tax Reduction Scheme each year. We are currently consulting with residents across the CDC district on the option of a new banded scheme which will make the scheme easier for our customers whilst continuing to protect those residents who are of pension age or of working age and on passported benefits. The consultation end on 9th October 2019. Work is beginning on our statutory self-assessment in relation to safeguarding practice. Due 4th December</p>	<p>★</p>	<p>We continue to work with colleagues to protect our more vulnerable residents. Following the resignation of the Safeguarding Officer we are reviewing how best to deliver the outputs of this role by considering new ways of working with internal and external partners. We anticipate an update in October.</p>	<p>★</p>
<p>CDC2.1.7 Respond to the Welfare Reform Agenda</p>	<p>Cllr P Rawlinson Cllr T Ilott</p>	<p>Adele Taylor Belinda Green Gillian Douglas</p>	<p>We continue to monitor the impact of Universal Credit on our residents, stakeholders and the Council. Latest statistics have shown that a total of 304 claims for HB have been cancelled as customers move to Universal Credit. The Benefits team are continuing to receive a high volume of data files from the DWP UC team and from HMRC which must be actioned in a timely way as they impact on the amount of Council tax Reduction support awarded</p>	<p>The next meeting of the Universal Credit project team will be in September 2019. The agenda items will be around supporting residents, Discretionary Housing Payments for those on UC and working with partners. A meeting has also been arranged with our DWP UC Partnership Manager to discuss any emerging problems</p>	<p>★</p>	<p>We continue to monitor the impact of welfare reform on our residents including Universal Credit</p>	<p>★</p>

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC2.1.8 Promote Healthy Place Making	Cllr A McHugh	Graeme Kane Rosie Rowe	<p>Newsletter for Healthy Bicester Partners ready for issue in the first week of September. A range of local events supported in Bicester. Supplier identified to test Workforce Wellbeing Award Scheme for Businesses. Six primary schools signed up for outdoor learning training at the beginning of October 2019.</p>	<p>Update on progress with healthy place shaping to CDC's Executive Business Planning Meeting and to Oxfordshire's Health & Wellbeing Board. Workshop with early years providers in Bicester. Workshop with care agencies who provide support to older people and people with Learning Difficulties to identify how to increase their levels of physical activity. Engagement with Kidlington stakeholders and planning for workshop on 23 October to co- design the Healthy Kidlington Programme.</p>	★	<p>Dissemination of partnership newsletter delayed for a week to be able to include link to national guidance on healthy place shaping published on 4 September 2019. Outdoor Learning training is being targeted at primary schools in Bicester who will form part of the FAST Programme which aims to encourage lower income families to become more active together. Public events well attended and Healthy Bicester stand attracted a lot of interest - the Old School Replay event was particularly well attended by families from the more deprived wards in the town.</p>	★

CDC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC3.1.1 Deliver Innovative and Effective Housing Schemes	Cllr J Donaldson	Gillian Douglas Graeme Kane	Hope Close marketing was launched on the 31st August	Completion of sale of Cropredy	●	One purchaser has already expressed an interest in Hope Close with another one following up with her son. Cropredy is under offer.	●
CDC3.1.2 Promote the district as a tourist destination	Cllr L Pratt	Robert Jolley Simon Furlong	Bicester Festival (20th - 22nd September) has been promoted.	Launch new historic town guide for Bicester during the Bicester Festival	★	Economic Impact Assessment - report to be updated to demonstrate the value of tourism to our local economy by December 2019	★
CDC3.1.3 Develop a Cherwell Industrial Strategy	Cllr C Clarke	Robert Jolley Simon Furlong	SME workshop was held on 24th July at DCS in Banbury and it was a great success with good attendance from business and a high approval rating.	Workshop for representatives of local urban and rural communities to be held at Upper Heyford in November.	★	<p>The development phase of the Cherwell Industrial Strategy (CIS) is important as a process of meaningful engagement with a range of internal and external partners as well as for its end-product. We have held staff workshops, member workshops (attended by Councillors representing County, District, Town and Parish Councils) and workshops with small business representatives. We are now planning workshops with representatives from local urban and rural communities and large businesses. The outputs from the workshops held to date are being analysed and have been supported by innovative and insightful external research.</p> <p>We welcomed the launch of the Oxfordshire Local Industrial Strategy (LIS) on 4 September. CIS links to the Oxfordshire LIS which is a key and underpinning component of the Oxfordshire Housing and Growth Deal. It will provide the local interpretation of the higher-level document as well as demonstrate how Cherwell commits to the Productivity workstream within the Growth Deal.</p> <p>Meanwhile, budgetary plans are being made for 2020- 21 to deliver the first-year actions arising from the early stages of the consultation process.</p> <p>Assistance has also been given to the Oxfordshire Joint Statutory Spatial Plan work (2050 land use plan) to engage with Coventry & Warwickshire Local Enterprise Partnership (reflecting cross-border commuting and supply chain patterns).</p>	★
CDC3.1.4 Promote Inward Investment and Business Growth	Cllr L Pratt	Robert Jolley Simon Furlong	Ongoing business enquiries generated from inward and indigenous investors continue to be handled and recorded.	Attend 'Revo-19' national property exhibition on 18 Sept (for two days) to promote business development opportunities in Cherwell. Develop a 'Welcome Pack' for new business investors to enhance existing service. Planning applications: Respond to key employment- related proposals.	★	<p>We have met and provided practical advice and guidance to help businesses in both their operational and strategic investment decisions that will benefit Cherwell residents. For example, in the last month, we have directly assisted five major local employers with specific matters such as connecting them to town centre opportunities, expansion locally and community engagement.</p> <p>Advice and information has also been provided 'in- house' to aid the consideration of key employment- related planning applications.</p> <p>Arrangements are now in place at Bodicote House to host more frequent advice services to residents considering setting-up their own business from CDC premises. Whilst we have around 97% superfast broadband (greater than 24mbps) coverage of premises throughout the District but many households and businesses in rural areas intervention is required. We are working with Oxfordshire County Council and partners to deliver 100% coverage and to implement 5G technology through an emerging Digital Infrastructure Strategy and Delivery Plan.</p>	★

CDC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC3.1.5 Develop Our Town Centres and Increase Employment at Strategic Sites	Cllr C Clarke	Robert Jolley Simon Furlong	Bicester Town Centre task force has continued to meet weekly to work on a framework plan.	Banbury Job Fair: brought forward to 26th September.	★	<p>Following the successful Bicester Town Centre workshop with Bill Grimsey, a task group of volunteers from the event has been meeting weekly to produce a framework plan for the town centre, to be reported back to stakeholders.</p> <p>Banbury Job Fair confirmed for 26 Sept, enabled by the economic growth service and Banbury Job Centre to provide the event at Town Hall to facilitate the recruitment and work-readiness of local residents.</p> <p>Guidance provided to Tooley's Boat Yard over recent years has now resulted in a Trust being formed to enable this important asset to be more effectively managed and developed over the coming years.</p> <p>Introductions have also been made to larger (edge-of- town) businesses to ensure they are able to discuss opportunities for them to have a presence in Banbury town centre.</p> <p>We continue to support Banbury BID (Business Improvement District) in the delivery of its year 5 business plan.</p> <p>Progress with increasing employment at strategic sites is recorded under 'Inward investment and business growth' measure (CDC 3.1.4).</p>	★

CDC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC3.1.6 Deliver the Local Plan	Cllr C Clarke	David Peckford Simon Furlong	<p>Partial Review of the Local Plan: Work continues preparing Main Modifications to the Partial Review of the Local Plan further to the receipt of an advice note from the appointed Planning Inspector (see commentary).</p> <p>The Oxfordshire Plan 2050: the central Plan team continues with its work to prepare a countywide spatial plan. It is engaged in evidence gathering and is supported by the CDC Planning Policy team as required. Engagement with the district councils is on-going.</p> <p>Local Plan Review: whilst initial preparatory work has commenced, it has been necessary to pause this while work on the Partial Review takes place.</p>	<p>Partial Review of the Local Plan: The Planning Policy Team will complete a set of proposed, main modifications for an informal consultation with the Planning Inspector with a view to commencing a six-week public consultation (end of September/early October).</p> <p>Oxfordshire Plan 2050: the central Plan team will continue evidence gathering and scoping of options supported by CDC Planning Policy team. The next formal milestone remains the publication of an Options Paper (dates to be confirmed).</p> <p>Local Plan Review: work will recommence as resources are released from work on the Partial Review of the Local Plan.</p>	●	<p>The Partial Review of the Local Plan (which seeks to help Oxford with its unmet housing need) is being independently examined. On 10 July 2019, the appointed Planning Inspector gave his preliminary views. While he is content with the Plan's overall strategy, he has recommended the deletion of a proposed strategic housing allocation (land to the south east of Woodstock) and requested additional work for the re-distribution of the affected 410 homes. Officers are working to prepare 'Main Modifications' which will be consulted upon before formal submission to the Inspector at the end of the year.</p> <p>The Oxfordshire authorities continue to work jointly on an Oxfordshire wide plan which in due course will inform the overall review of the adopted Cherwell Local Plan.</p> <p>Preparatory work for the review of the adopted Plan commenced in Spring 2019 but has had to be paused while officers return to work on the Partial Review.</p>	●
CDC3.1.7 Deliver the Growth Deal	Cllr C Clarke	Robert Jolley Simon Furlong	The quarter one review was presented to the CDC Growth Deal Programme Board meeting beginning of August with the emphasis on lessons learnt.	End of September will be end of Quarter two and the quarterly housing figures will become due for reporting to both CDC Programme Board and the Central partnership.	★	Should be noted that at the August Board meeting, the Senior Responsible Owner (SRO) for the programme was changed due to incumbent leaving on an extended sabbatical.	★

CDC KPIs - Clean, Green and Safe

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC1.2.01 % Waste Recycled & Composted	Cllr D Sames	Ed Potter Graeme Kane	59%	56%	★	The current recycling rate is up by 1.18% on this period last year if this continues the end of year recycling rate will be over 57%.	58%	56%	★

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC2.2.01 Number of Homeless Households living in Temporary Accommodation	Cllr J Donaldson	Gillian Douglas Graeme Kane	24.00	35.00	★	The number of households placed in temporary accommodation (TA) remains well below the target due to the continued focus of the Housing Options Team on working with clients before they are in crisis and resolving housing issues as early as possible. This has created some capacity in the TA stock which has allowed CDC to offer some households accommodation and support, beyond any statutory duties, to give them time to address the issues which have led to homelessness such as rent arrears or poor tenancy management. This is intended to enable these households to secure and sustain settled accommodation going forward.	118.00	175.00	★
CDC2.2.02 Number of people helped to live independently through use of DFG & other grants/loans	Cllr J Donaldson	Gillian Douglas Graeme Kane	42.00	45.00	●	We provided assistance to 42 households in July; 11 by means of disabled adaptations grants (larger jobs) and 31 through smaller works. This month's figure is a little below our monthly target of 45 but the monthly average for the year to-date, at 48, remains above target.	242.00	225.00	★
CDC2.2.03 Homes improved through enforcement action	Cllr J Donaldson	Gillian Douglas Graeme Kane	9.00	9.00	★	9 homes were improved in August through completion of enforcement action.	37.00	45.00	▲
CDC2.2.04 Delivery of affordable housing in line with CDC and Growth Deal targets	Cllr J Donaldson	Gillian Douglas Graeme Kane	32.00	35.00	●	<p>Total Affordable Homes completed: 32 Units</p> <p>Affordable Rented (26) comprising: 2 x 1 bed flat 4 x 2 bed flat 7 x 2 bed house 8 x 3 bed house 5 x 4 bed house</p> <p>Shared Ownership (6) comprising: 2 x 2 bed flat 3 x 2 bed house 1 x 3 bed flat</p> <p>A higher number of affordable homes were expected to be completed in September. The actual number delivered, falls short of the projected target in this month. The reduction in completed units is due to delays in developer building programmes, delays in getting services connected to the homes and Registered Providers not accepting the units from developers due to works still being required in order to meet the necessary build quality standards. These units will be delivered in 2019/20 but quality assurance is important.</p> <p>There were no units delivered as part of the Oxfordshire Growth Deal as these are expected later in the financial year.</p>	203.00	222.00	●

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC2.2.05 Average time taken to process Housing Benefit New Claims	Cllr T Ilott	Belinda Green Claire Taylor	12.38	15.00	★	Managing the usual busy leave period in August the team continue to work hard to maintain performance levels for new claims ensuring claimants receive their Housing Benefit payments and Council Tax Reduction as quickly as possible.	12.97	15.00	★
CDC2.2.06 Average time taken to process Housing Benefit change events	Cllr T Ilott	Belinda Green Claire Taylor	5.58	8.00	★	The team continue to work hard to maintain performance levels for change events. This means that overpayments of benefit are minimised and customers receive updated benefit award notices as quickly as possible.	7.06	8.00	★
CDC2.2.07 Number of visits/usage of District Leisure Centre	Cllr G Reynolds	Graeme Kane Nicola Riley	130,200	132,576	●	<p>Throughputs across all the Leisure Facilities demonstrated generally a positive position given the continued closure of the Swimming Pools at Spiceball Leisure Centre for part of August. A throughput of 130,200 was recorded as an overall figure in 2019 compared to 132,016 in 2018.</p> <p>Whiteland's Farm Sports Ground increased it's usage considerably against the same period last year going from 11,776 users to 20,838 as the centre becomes more established. Bicester Leisure Centre and Stratfield Brake Sports Ground both recorded a small increase on 2018.</p> <p>For North Oxfordshire Academy and Woodgreen Leisure Centre (WGLC) these showed a small decrease by 100 at NOA and 1,500 at Woodgreen however weather conditions will affect usage at WGLC.</p> <p>Cooper School showed a decrease of around 400 from the previous year however it's worth noting that the Artificial Turf Pitch was closed in August whilst the Capital Project to replace the fencing was completed.</p> <p>Finally Spiceball showed a decrease of circa 13,000 against the same period last year however as noted above the pools were closed for parts of August which is why this figure has been effected. It is anticipated that usage figures are more comparable for September 2019</p>	679,998	685,699	●

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC2.2.08 % of Council Tax collected, increase Council Tax Base	Cllr T Ilott	Belinda Green Claire Taylor	9%	10%	●	The in-month collection has dropped slightly in August however all reminders, finals and summonses have been issued with proactive recovery taking place on those customers with court orders. We are making outbound calls during the day and evening to reduce the arrears balance. Cherwell is also experiencing an increase of new properties and whilst the customers are being issued with bills as soon as possible after the Valuation Office Agency notify us of the banding the customer is still entitled to pay their bill by instalments and therefore, they are always playing catch up. Whilst processing of billing work is now more up to date, this allows us more time to chase payments from employers and DWP and those customers who haven't paid. We will be working our way through the house keeping tasks to ensure contact is made with debtors to assist with collection.	47%	49%	●
CDC2.2.09 % of Business Rates collected, increasing NDR Base	Cllr T Ilott	Belinda Green Claire Taylor	9.1%	9.0%	★	The cumulative collection rates for the current financial year are above target however we are still proactively recovering balances by billing customers quickly and efficiently and issuing reminders, finals and summonses when required. We are also proactively chasing payments for those customers in arrears.	49.4%	49.0%	★

CDC KPIs - District of Opportunity & Growth

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
⊕ CDC3.2.1 % Major Planning applications processed within 13 weeks	Cllr C Clarke	Simon Furlong David Peckford	71%	60%	★	7 Major Planning Applications were determined during August and 5 were determined within the target timeframe. The KPI is to determine at least 60% of Major Planning Applications within timeframe, and during this period we have achieved 71.43%	85%	60%	★
⊕ CDC3.2.2 % Non Major planning appeal decisions allowed	Cllr C Clarke	Simon Furlong David Peckford	0%	10%	★	No Non-Major Planning Appeals were allowed by the Planning Inspectorate during August 2019	1%	10%	★
CDC3.2.3 % Planning enforcement appeal decisions allowed	Cllr C Clarke	Simon Furlong David Peckford	0%	10%	★	No Planning Enforcement Appeals were allowed by the Planning Inspectorate during August 2019	0%	10%	★
⊕ CDC3.2.4 % of Non Major applications processed within 8 weeks	Cllr C Clarke	Simon Furlong David Peckford	79%	70%	★	98 Non-Major Planning Applications were determined during August 2019, 77 of them determined during the agreed timeframe. As such, 78.57% of Non-Major Planning Applications were determined within timeframe, against a KPI of 70%.	85%	70%	★
⊕ CDC3.2.6 Major planning appeal decisions allowed	Cllr C Clarke	Simon Furlong David Peckford	0%	10%	★	No Major Planning Application Appeals were allowed by the Planning Inspectorate during August 2019	0%	10%	★