




Appendix 2 – Monthly Performance Report

January 2020

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	Clr D Sames	Ed Potter Graeme Kane	Neighbourhood blitz in Hardwick Banbury successfully delivered. 900 recycling packs delivered to residents	Work to promote food waste recycling to take place in February including door knocking and promotional literature being delivered	★	Service on track with recycling rate slightly ahead of last year	★
CDC1.1.2 Ensure Clean & Tidy Streets	Clr D Sames	Ed Potter Graeme Kane	Neighbourhood blitz in Hardwick Banbury successfully completed. Additional resources committed to the area during the blitz	Preparation for the Cherwell Spring Clean/Keep Britain tidy Great Spring Clean over 200 parish councils, community groups and Community Action Groups will be contacted. Additional bags & litter picking equipment will be ordered and made available	★	Additional resources being used on clearing verges as the vegetation has died back revealing litter in some areas	★
CDC1.1.3 Reduce Environmental Crime	Clr D Sames	Graeme Kane Richard Webb	Investigations and clear ups of fly tips continued through the month along with actions to ensure the removal of abandoned vehicles and address problematic dog fouling. A DVLA audit of our system to ensure compliance with legislation relating to the removal of abandoned vehicles took place in early January.	Investigations and clear ups of fly tips will continue through the month along with actions to ensure the removal of abandoned vehicles.	★	The team continues to respond to reports of fly tipping and abandoned vehicles as core functions. A review of investigation processes is continuing with a focus on achieving stronger outcomes (how to improve the effectiveness of prevention activities and the outcomes of investigations). We will also be considering how to raise awareness of the good work that is done by the team. A DVLA audit of our system to ensure compliance with legislation relating to the removal of abandoned vehicles took place in early January. The overall audit rating result was green, meaning a high level of compliance was demonstrated, ensuring we can continue to access this important resource to support investigations.	★

CDC Programme Measures - Clean, Green and Safe

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC1.1.4 Protect Our Natural Environment and Promote Environmental Sustainability	Cllr A McHugh	Graeme Kane Richard Webb	The location of the diffusion tube monitoring points for assessing air quality across the district were reviewed and no changes to the locations currently being used were required.	Elected members workshop on climate change due in early February the workshop will inform members as well as giving members the opportunity to put forward their views. The outcome of the air quality grant application to the Department for Environment Food and Rural Affairs will be known later this month (February).	★	Air quality monitoring continues at 42 locations across the district. The annual data for 2019 will be available once the bias adjustment factor to be applied to the data has been published by the Department for Environment Food and Rural Affairs, this is usually around the end of March. The air quality action plan is being reviewed with partners to track progress and identify further actions required.	★
CDC1.1.5 Support Community Safety and Reduce Anti•Social Behaviour	Cllr A McHugh	Graeme Kane Richard Webb	Undertaken in January: Attending Reception Centre Awareness Training to support our emergency plans. Assisting in a Joint TVP/BTP Operation to safeguard exploited children and to target criminals that use the rail network. Community Safety Engagement Days at Warriner School. Assisting at the Monte Carlo Rallye Event in Banbury Town Centre.	Work in February 2020 will concentrate on continuing with the district wide community engagement and the rural patrols as well as continuing to work with partners to prevent crime and reduce anti-social behavior.	★	The community safety team continues to work with partners to prevent crime and reduce antisocial behavior. During January the team received hugely positive feedback for their attendance at the Monte Carlo Rallye Event in Banbury The team continues to carry out District Wide Engagements and have, amongst other things, caught fly tippers red handed, youths riding motorbikes without helmets, people littering and advised on locations where vehicles/furniture have been dumped. A wooded area where alleged grooming was taking place has been identified and visited. We have also interacted with both licensed and suspected unlicensed Scrap Metal Collectors and called in suspicious activity by van drivers. Many village residents have joined the team's Facebook page and we have been asked to be featured in the 'Three Parishes Newsletter'. Invitations have also been extended to us to attend Village Meetings and Coffee Mornings.	★
CDC1.1.6 Protect the Built Heritage	Cllr C Clarke	David Peckford Simon Furlong	Work on Conservation Area Appraisals has continued. Consultation on the review of the Ardley Conservation Area Appraisal ended on 21 January 2020. Lead Member Reports for Ardley, Stratton Audley and Duns Tew are ready for managers review.	Officer reports for Ardley, Stratton Audley and Duns Tew Conservation Area Appraisals to be submitted for Lead Member approval.	●	The Conservation team continue to work closely with Development Management on cases of heritage interest. The Conservation Area Appraisal programme is ongoing. Nine Conservation Area Appraisals are in progress. Seven have been subject to public consultation. A further two are being drafted. A number of heritage guidance notes are also being prepared. The Team intend to complete as many as possible by the end of March while maintaining its service to Development Management.	●

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	<p>Clr A McHugh Clr C Clarke</p>	<p>Graeme Kane Nicola Riley</p>	<p>Local Strategic Partnership (LSP) terms of reference reviewed, and updated version agreed by Board Cross departmental Workplace wellbeing working group convened to work towards 'Thrive at Work' Bronze award for Cherwell DC</p>	<p>Assess and coordinate responses to British Telecom phone box removal proposals.</p>	★	<p>British Telecom proposes removal of 5 further phone boxes in Banbury, Bicester & Kidlington. CDC is a statutory consultee and must sub-consult affected communities.</p>	★
CDC2.1.2 Improve Leisure & Community Facilities	<p>Clr G Reynolds</p>	<p>Graeme Kane Nicola Riley</p>	<p>Completion of installation of new Height Restriction Barrier (with gates) at Whitelands Farm Sports Ground Commencement of works at Spiceball Leisure Centre for internal re-modelling/change of use to Creche/Spin Studio</p>	<p>Completion of re-modelling works at Spiceball Leisure Centre and changes to Facility mix including the creche and upstairs meeting room. Commencement of works to internal remodeling of Bicester Leisure Centre including changes to the Creche/meeting Room/Staff Room</p>	★	<p>Works to improve and enhance the Leisure Facilities in January 2020 included the provision and instillation of the new Height Restriction Barriers at Whitelands Farm Sports Ground. In addition to this works commenced to the internal re-modelling at Spiceball Leisure Centre including, the change of use of the current creche provision (moving this to the 2nd floor and utilising the meeting room), thus allowing the previous Creche provision to be utilised as a dedicated spin studio. Works to the re-modelling of Bicester Leisure Centre including improvement to the gym provision and change of use of the Creche to act as a designated spin studio will commence in February/March 2020.</p>	★

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	Cllr A McHugh	Graeme Kane Nicola Riley	<p>Cherwell Lottery now has 79 registered good cause partners and a further three pending approval. Annualised income is £32,000# Initial review undertaken of grant aided volunteer support services in preparation for drafting 2020/21 agreements.</p> <p>Cherwell senior's consultation is currently live across the district and will be open until the end of March.</p> <p>The Sunshine Centre extension was officially opened on 17th January, providing a new community room and training facility for the community & voluntary sector to use.</p> <p>The Hill sport & community facility was officially opened on 27th January providing a new community building for the town.</p> <p>January Community Link publication distributed to voluntary organisations and groups</p>	<p>Assess and award Community Capital Infrastructure grants for release in Q1 of 2020/21. New Year wishes</p> <p>Brighter Futures consultation event for Grimsbury February 19th</p> <p>Age Friendly Banbury pop up event February 20th</p>	★	<p>Community Capital Infrastructure Grants have a 2020/21 budget of £100,000. They are awarded to fund community projects including, village halls, playgrounds and pocket parks. There will be further grant application rounds through 2020/21 until the full budget has been allocated.</p> <p>The Hill Sport & Community facility will be working with a variety of partners, voluntary organisations and stakeholders to deliver activities, opportunities and support for the local community which sits in a Brighter futures ward in Banbury. The new programme of activity will work to improving health & wellbeing outcomes and providing opportunities to strengthen a community and support community safety.</p> <p>New Year Wishes consultation event – to engage with residents in our Brighter Future ward of Grimsbury to capture their wishes and aspirations for 2020. The event provides fun activities for all ages to engage residents and allow us to consult with them in an informal way, developing an action plan for the whole community and stake holders to work towards in the new year with positive outcomes. Burchester Place Community Hall February 19 11-2pm</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	Met with Bicester Village Emergency Planning Officer to discuss potential implications from coronavirus Provided Business Continuity advice to businesses at Bicester ECO centre Undertook an animal health disease control exercise with Trading Standards	continuity workshop is planned for small/medium businesses in Banbury this month. This has been organised by OxLEP. Cherwell staff will attend the Thames Valley Local Resilience Forum annual conference which focusses this year on decision making in emergency situations.	★	We continue to work with Oxfordshire County Council's Emergency Planning Team and liaise with partners to prepare for any potential incidents. A major flood Thames Valley exercise is being planned for May which will be preceded by local exercises of the planned response to specific flood risks. This will include a Cherwell exercise. Thames Valley level activity this month have included reception centre awareness training and safety advisory group training	★
CDC2.1.5 Homelessness Prevention	CLlr J Donaldson	Gillian Douglas Graeme Kane	CDC did submit a joint bid with the other Oxfordshire District and City Councils seeking funding for additional resources to deliver Single Homeless Services in Cherwell and support partnership working across the county	It has been confirmed that Oxfordshire has been successful in gaining £1.5M from the Rough Sleeper Initiative Fund to provide ongoing and additional services to support single adults who are homeless or at risk. In Cherwell this will ensure the Housing First initiative is ongoing, and an additional dedicated Housing Officer is appointed to work with our most vulnerable single clients in the community.	★	The Housing Needs Team continue to provide a proactive and upstream service to customers in Cherwell at risk of homelessness. The additional Winter Beds provided in Banbury have been fully occupied, ensuring 5 individuals are not rough sleeping this winter. The Housing First initiative is now accommodating 6 people with a plan to have 2 more properties available soon. Additional funding from the RS13 grant will provide further dedicated resources to enhance our service to single customers, particularly the most at risk of rough sleeping in our community.	★

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>The average time taken to assess new claims and change events for Housing Benefit, Council Tax Reduction and Discretionary Housing Payments continues to be on target.</p> <p>The new customer portal for Revenues and Benefits continues to roll out.</p>	<p>A new Council Tax Reduction Scheme will be introduced from April 20. The Income Banded Scheme is simpler and means that customers will experience fewer changes in the level of support they receive and therefore a reduced number of Council Tax bills. This will in turn make it easier to budget.</p> <p>A new simpler Council Tax Reduction Scheme will be introduced from April 20. The new scheme will mean that residents will experience fewer changes in the level of help they receive which in turn will help households to budget effectively.</p>	<p>★</p>	<p>The average time taken to assess both new claims and change events for Housing Benefit and Council Tax Reduction continues to be very good and Discretionary Housing Payments are being considered in a timely way so helping some of our more vulnerable residents to maintain their homes.</p> <p>The New customer portal has recorded 102 new user registrations from Cherwell residents in over one week.</p>	<p>★</p>

CDC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC2.1.7 Respond to the Welfare Reform Agenda	Cllr P Rawlinson Cllr T Ilott	Adele Taylor Belinda Green Gillian Douglas	<p>Performance on the average time taken to assess new claims for benefit continues to be excellent at 9.7 days. Change events are also being assessed within 2.6 days on average so ensuring customers are receiving the correct benefit.</p> <p>The team have been proactively encouraging the take-up of Council tax Reduction .</p>	<p>The Council has agreed the introduction of a new, simpler Council Tax Reduction Scheme from April 20. The scheme is based on income bands and will mean that our customers experience fewer changes in their Council Tax Reduction and Council Tax bills</p> <p>The team are currently testing the new software ready for annual billing.</p> <p>The next meeting of the Universal Credit project team is planned for April 2020.</p>	★	The team have been proactively encouraging the take-up of Council tax Reduction with publicity and training and are working with DWP UC team to ensure that Universal Credit customers submit a claim for help with Council Tax payments.	★
CDC2.1.8 Promote Healthy Place Making	Cllr A McHugh	Graeme Kane Rosie Rowe	<p>Project inception meeting held with WSP consultants appointed to undertake a Health Impact Assessment of the Oxfordshire Plan 2050.</p> <p>Active Environments workshop held with Sport England attended by teams from across the Districts</p>	<p>2nd Health Impact Assessment Steering Group to be held on 20/2/20</p> <p>Sixth volunteer fayre to be held on 5/2/20</p> <p>Complete submission of funding proposal for wayfinding project in Kidlington by 15/2/20</p> <p>Insight workshops with stakeholders from Banbury Ruscote to be held on 4/2/20 and 25/2/20</p>	★	Project inception meeting held with WSP consultants appointed to undertake a Health Impact Assessment of the Oxfordshire Plan 2050. First meeting of the Health Impact Assessment Steering Group (with cross District and County representation).	★

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	ClIr J Donaldson	Gillian Douglas Graeme Kane	Three sales at Hope Close to complete at the end of February. Five of the remaining 8 have been reserved	Completion of three sales at Hope Close at the end of February 2020	★	Interest in the remaining 3, 3-bedroom houses at Hope Close has increased during January. We are optimistic that the remaining 3 homes will be reserved during February 2020.	★
CDC3.1.2 Promote the district as a tourist destination	ClIr L Pratt	Robert Jolley Simon Furlong	Promoted the Rallye Monte Carlo Historique which came to Banbury on 31 January 2020.	Launch of 2020 Experience Oxfordshire Visitor Guide with Cherwell content.	★	The Rallye Monte Carlo Historique was a successful and well attended event, with a day's boost to winter trade for town center hospitality venues. Membership and day to day liaison continues with Experience Oxfordshire (EO) which promotes Cherwell as a visitor destination.	★
CDC3.1.3 Develop a Cherwell Industrial Strategy	ClIr L Pratt	Robert Jolley Simon Furlong	Large Business workshop was held in Banbury on 23rd January 2020; 36 senior business leaders attended, and the event was considered both worthwhile and a success by those who attended.	Planning to engage with young people during March 2020 Analysing outputs from engagement workshops, providing input to the strategy development process.	★	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. On 23 January 2020, 36 Senior business leaders, representing 27 large Cherwell based companies, joined senior public sector colleagues to help shape the ten-year plan for Cherwell's economy. Collated feedback and outputs from the event will inform the content of the Cherwell Industrial Strategy. A draft strategy will be available for consultation during the Summer of 2020. CIS links to the OxLEP Local Industrial Strategy which is a key and underpinning component of the Oxfordshire Housing and Growth Deal (Productivity workstream).	★
CDC3.1.4 Promote Inward Investment and Business Growth	ClIr L Pratt	Robert Jolley Simon Furlong	Specialist advice provided to 8 businesses on continuity matters through clinics held in Banbury and Bicester during January 2020. Promoted the Cherwell Business Awards 2020 to encourage applications to be made from local businesses by 14 February 2020 Business support provided to inward investors and local businesses.	Continue to provide support for new business investors whilst enhancing services to provide information, advice and guidance to enable growth.	★	Advice and information provided to assist the consideration of key employment related applications by colleagues from planning and externally to support enterprises seeking suitable accommodation and development sites. The District has 97% superfast broadband coverage of premises (greater than 24mbps). Collaboration with Oxfordshire County Council towards delivering 100% coverage and to raise the standard to 'full fibre' (1gbps) to enable 5G mobile technology through an emerging Digital Partnership.	★

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 L Pratt	Robert Jolley Simon Furlong	Progressed preparation for partnership support to Banbury BID and Bicester Vision for 20/21.	Planning a follow up Bicester Town Centre workshop to be held in March.	★	Continued support provided to Banbury BID (Business Improvement District) in the delivery of its Year Two business plan. Advice and support provided to the Tooley's Boatyard Trust. Following the Bicester Town Centre workshop with Bill Grimsey in June 2019, a task group of volunteers has been working on a plan for the town centre. Plans are underway to feedback to the original group during March. Next steps will be discussed and agreed. Progress with increasing employment at strategic sites is recorded under 'Inward investment and business growth' measure (CDC 3.1.4).	★
CDC3.1.6 Deliver the Local Plan	Cllr C Clarke	David Peckford Simon Furlong	Partial Review of the Local Plan: consultation on proposed 'Main Modifications' to the Plan ended on 20 December. Oxfordshire Plan 2050: the central Plan team has continued with evidence gathering and the consideration of spatial options for a future options consultation paper.	Partial Review of the Local Plan: The Planning Policy Team will report to Members on proposed modification to the Plan and the outcome of public consultation on 24 February. Oxfordshire Plan 2050: CDC Officers will continue to support the work of the Oxfordshire Plan team in the interest of progressing work on an options consultation paper. Local Plan Review: a revised Local Development Scheme (LDS) containing the timetable for the preparation of the district wide Local Plan is scheduled to be presented to the Executive in March 2020.	●	The Partial Review of the Local Plan (which seeks to help Oxford with its unmet housing need) is being independently examined. The Planning Inspector's preliminary views were received in July 2019 and were largely supportive. He recommended the deletion of a single proposed strategic housing allocation (land south east of Woodstock) and requested additional work for the redistribution of the affected 410 homes. The necessary Main Modifications were prepared by officers and consulted upon from 8 November to 20 December 2019. Reports are scheduled to be presented to Members on 24 February 2020. Council officers continue to assist the central Oxfordshire Plan team with its evidence gathering and consideration of Issues and Options as required. Work on the district wide Local Plan Review will progress following the Partial Review.	●

CDC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
CDC3.1.7 Deliver the Growth Deal	Cllr B Wood	Robert Jolley Simon Furlong	Preparation for Year 3 plans of work underway for all five workstreams (including PMO), Affordable Housing numbers confirmed with Central Team and review of infrastructure projects on going.	Year 3 Plans of works due for Cherwell District Council Growth Deal Programme Board approval at March meeting.	★	Change in Infrastructure work stream lead. New incumbent establishing appropriate network with Infrastructure delivery teams. Impact in Programme minimised through robust oversight and careful management.	★

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	49%	56%	▲	Recycling rate is up by just over 1% on this time last year which will give an end of year recycling rate of approximately 55.3%.	56%	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	22.00	35.00	★	Numbers in temporary accommodation at the end of January has fallen, due to more people being helped to move on to settled accommodation and the ongoing work to ensure crisis presentations are minimised. Working with clients ahead of any statutory duties ensures help and advice can be given at the earliest opportunity to enable customer to resolve their housing situation and the number of households who then become homeless and require temporary accommodation is limited. We also continue to have significant numbers of new build properties being delivered and reduced housing application processing times both of which enable quicker move on for households in housing need.	22.00	35.00	★
CDC2.2.02 Number of people helped to live independently through use of DFG & other grants/loans	Cllr J Donaldson	Gillian Douglas Graeme Kane	63.00	45.00	★	We provided assistance to a total of 63 households in January; 11 by means of disabled adaptations grants (larger jobs) and 52 through smaller works.	519.00	450.00	★
CDC2.2.03 Homes improved through enforcement action	Cllr J Donaldson	Gillian Douglas Graeme Kane	16.00	9.00	★	16 homes were improved in January including 5 where energy efficiency works were undertaken in response to proactive Minimum Energy Efficiency Standards (MEES) interventions.	96.00	90.00	★
CDC2.2.04 Delivery of affordable housing in line with CDC and Growth Deal targets	Cllr J Donaldson	Gillian Douglas Graeme Kane	35.00	20.00	★	Total affordable housing completions: 35 Of which: 26 x Affordable Rent; 9 x Shared Ownership tenure There were no Oxfordshire Growth Deal affordable housing units completed this month in Cherwell District.	374.00	357.00	★
⊕ CDC2.2.05 Average time taken to process Housing Benefit New Claims	Cllr T Ilott	Belinda Green Claire Taylor	9.72	15.00	★	The average time taken to assess new claims in the month of January was 9.7 days against a local target of 15 days and a national average of 20 days which is excellent. The team continue to work hard to prioritise new claims and ensure they are dealt with promptly.	11.76	15.00	★
⊕ CDC2.2.06 Average time taken to process Housing Benefit change events	Cllr T Ilott	Belinda Green Claire Taylor	2.60	8.00	★	In January the average time taken to assess change events was 2.6 days which is excellent. Despite the evolving landscape of benefit changes with the roll out of Universal Credit the team are proactively adapting to this and continue to deliver a strong performance and to ensure that customers receive the correct amount of benefit.	5.60	8.00	★
						In comparison to the same period last year the overall usage has fallen by circa 4,000. In terms of individual Centre performance against January 2020 Spiceball and Whitelands were down by circa 5,500 and 5,500 (Spiceball downturn will primarily be around the difficulties with car parking/access to the Centre).			

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC2.2.07 Number of visits/usage of District Leisure Centre	Cllr G Reynolds	Graeme Kane Nicola Riley	153,780	129,105	★	Bicester Leisure and Woodgreen Leisure Centre showed good performance with an increase of circa 4,500 and 2,00 respectively, Kidlington Leisure Centre also showing an increase of circa 1,000 users. Performance at NOA, Cooper and Stratfield Brake were consistent with January 2019 with NOA and Cooper circa 200 up each and Stratfield Brake down by around 800.	1,373,055	1,321,470	★
CDC2.2.08 % of Council Tax collected, increase Council Tax Base	Cllr T Ilott	Belinda Green Claire Taylor	9.03%	9.25%	●	The amount of Council Tax we collect has increased by nearly £2.4m since April 2019 bringing the total amount, we need to collect to nearly £105m, this is mainly down to new builds as well as a review on exemptions and student discounts to ensure customers are still entitled to the reduction they are claiming. The amount of money we are due to collect in February and March 2020 equates to more than £5.6m which is 5.4% of our total collection rates. As more and more customers opt to pay over 12 monthly instalments meaning that collection rates fall throughout the year and start to increase again in February and March. Whilst we are still proactively chasing debt by issuing all reminders, finals and following up with outbound calls during the day and evening for overdue arrangements we are unable to chase amounts that aren't yet due and therefore have been unable to meet our cumulative collection rates. In month collection has dropped slightly with the number of direct debit recalls increasing which is common at this time of the year. The amount we collect from prolific non payers has caused a drop-in collection rates with the first court of the year reporting lower month by month collection. Collection rates are slightly lower than last year but the amount we are due to collect in February and March has increased for the same period compared to the previous year. We are processing work quicker and more efficiently which will have a positive impact on collection rates. now at the same point as last year and with work being processed quicker and more efficiently this will also have a positive impact on collection rates the number of 12 monthly payers is still increasing and we will continue to monitor this with a view to setting revised targets for 2020/21.	92.76%	86.75%	★

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<p>CDC2.2.09 % of Business Rates collected, increasing NNDR Base</p>	<p>Cllr T Ilott</p>	<p>Belinda Green Claire Taylor</p>	<p>8.9%</p>	<p>7.8%</p>	<p>★</p>	<p>The in-month collection in monetary terms decreased however due to the amount of business rates we need to collect for 2019/20 also slightly decreasing the in-month collection percentage is showing as increased. We have been proactively chasing balances prior to ensure all customers are aware of their outstanding balances. We have seen new growth within the district which has created balances with instalments from 1 February 2020 through to 1 March 2020. We have reviewed all cases with a court order to ensure payments are being received. Cherwell has experienced an increase in the number of 12 monthly payers therefore the targets for 2020/21 will also be reviewed.</p>	<p>92.8%</p>	<p>93.8%</p>	<p>●</p>

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	David Peckford Simon Furlong	89%	60%	★	9 Major Planning Applications were determined during January 2020, 8 of them within the target period or agreed timeframe. Therefore 89% of applications have been determined within timeframe, against a target to achieve no less than 60% within time.	87%	60%	★
+ CDC3.2.2 % Non Major planning appeal decisions allowed	Cllr C Clarke	David Peckford Simon Furlong	0%	10%	★	No Non-Major Planning Application Appeals were allowed by the Planning Inspectorate during January 2020.	1%	10%	★
CDC3.2.3 % Planning enforcement appeal decisions allowed	Cllr C Clarke	David Peckford Simon Furlong	0%	10%	★	No Planning Enforcement Notice Appeals were allowed by the Planning Inspectorate during January 2020.	0%	10%	★
+ CDC3.2.4 % of Non Major applications processed within 8 weeks	Cllr C Clarke	David Peckford Simon Furlong	77%	70%	★	106 Non-Major Planning Applications were determined during January 2020, 82 of them within target period or agreed timeframe. Therefore 77% of applications have been determined within timeframe, against a target to achieve no less than 70% within time.	83%	70%	★
+ CDC3.2.6 Major planning appeal decisions allowed	Cllr C Clarke	David Peckford Simon Furlong	0%	10%	★	No Major Planning Application Appeals were allowed by the Planning Inspectorate during January 2020.	5%	10%	★