




# Appendix 2 – Monthly Performance Report

## March 2020 / Quarter 4

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
<b>CDC1.1.1 High Quality Waste &amp; Recycling</b>	Clr D Sames	Ed Potter Simon Furlong	Neighbourhood blitz events delayed due to the current situation but all regular collections maintained.	Bulky Waste bookings to reopen during April.	★	Waste & Recycling collections continuing in a steady manner despite COVID-19.	★
<b>CDC1.1.2 Ensure Clean &amp; Tidy Streets</b>	Clr D Sames	Ed Potter Simon Furlong	A34 northbound carriageway cleaned from Peartree roundabout to the entry point from Kidlington.	Continue services including dog bin emptying during the current situation	★	Service in full operation - concentrating on keeping the urban centres, local shop areas and the dog bins emptied.	★
<b>CDC1.1.3 Reduce Environmental Crime</b>	Clr D Sames	Richard Webb Simon Furlong	<p>Activity to tackle environmental crime in March included:</p> <p>110 dog fouling patrols completed Dog fouling bags distributed 40,000 during March (and 910,000 in the year as a whole).</p> <p>27 fly-tips were assessed resulting in 10 investigations.</p> <p>22 abandoned vehicle complaints investigated.</p>	<p>Of the new fly-tips reported in March, 10 will be investigated due to their being evidence of the owner of the waste. These investigations will continue in April.</p> <p>The team will also continue to respond to reports of abandoned vehicles, waste accumulations, pest infestations and dog fouling.</p> <p>The arrival of the COVID-19 crisis saw the team classed as 'key workers' and so whilst working practices and procedures have had to be amended (working from home, social distancing, dynamic risk assessments, etc) they continue to be out-and- about in the community.</p>	★	<p>The team continue to investigate environmental crimes, being classed as 'key workers' for the duration of the COVID-19 crisis.</p> <p>This has necessitated a shift in working practices and procedures, - but the team are still out-and-about in the community - and of course complying with government guidelines.</p> <p>There were 27 new fly tips during the month and also 22 reports of abandoned vehicles which are being investigated with the intention to ensure the vehicle is removed either by the owner or by us if necessary.</p>	★

**CDC Programme Measures - Clean, Green and Safe**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>CDC1.1.4 Protect Our Natural Environment and Promote Environmental Sustainability</b>	Cllr A McHugh	Richard Webb Simon Furlong	<p>Work is progressing on the Annual Status Report which will include a review of the 2019 diffusion tube monitoring data across the district and the report will be completed before the 30 June 2020 the deadline submission date to the Department for Environment Food and Rural Affairs.</p> <p>Planned visit to look at electric powered refuse collection vehicles canceled due to the current situation but work continuing to reduce the emissions of the Council's vehicle Fleet.</p>	<p>To complete the Annual Status Report by the 30 June deadline.</p> <p>To review the Taxi Licensing Policy to include requirements for electric vehicles. Analysis and feedback on the proposed climate change action plan once the plan is received in early April.</p>	★	<p>Air quality monitoring continues at 42 locations across the district.</p> <p>We were unsuccessful in our bid for an air quality grant from the Department for Environment Food and Rural Affairs. The application was for portable monitoring equipment to measure nitrogen dioxide and particulate matter and promotional material including anti-idling signs. We were also part of a joint air quality grant bid with the other Oxfordshire Councils for funding to improve the county air quality website; this application was also unsuccessful.</p> <p>Climate change plans still proceeding with the draft action plan likely to be received in early April.</p>	★
<b>CDC1.1.5 Support Community Safety and Reduce Anti-Social Behaviour</b>	Cllr A McHugh	Richard Webb Simon Furlong	<p>Early in the month the community wardens continued normal community safety related patrols and enforcement activity.</p> <p>The Cherwell Community Safety Partnership met and continued its review of priorities. The Intensive Engagement project in Banbury commenced with training for all the partners involved in this work.</p> <p>A new youth outreach service was commissioned to start this month using knife crime surge funding from the government.</p>	<p>The team have now switched focus to supporting the new COVID-19 business closure requirements and supporting the Police to ensure social distancing requirements are maintained.</p>	★	<p>The Community Wardens continue to operate in the community, in particular to support the new measures seeking to reduce the spread of COVID-19. Community safety projects such as the intensive engagement project for Banbury have had to be suspended until community-based work can recommence.</p>	★

**CDC Programme Measures - Clean, Green and Safe**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p><b>CDC1.1.6 Protect the Built Heritage</b></p>	<p>Cllr C Clarke</p>	<p>David Peckford Paul Feehily</p>	<p>Consultation on the review of the Bloxham Conservation Area was completed on 23 March.</p> <p>Lead Member Reports for seven of the draft Conservation Area Appraisals (Hethe, Horley, Stratton Audley, Somerton, Duns Tew, Balscote, and Ardley) have been drafted by officers and are ready for managers review.</p>	<p>Work on Conservation Area Appraisals has continued.</p> <p>Reports for seven Draft Conservation Area Appraisals (Hethe, Horley, Stratton Audley, Somerton, Duns Tew, Balscote, and Ardley) to be submitted for Lead Member approval.</p> <p>Review and amend Bloxham Conservation Area Appraisal following the closure of the consultation on 23 March.</p> <p>Continue work on the Grimsbury Conservation Area Appraisal towards consultation stage.</p> <p>Continue work on heritage guidance notes to inform Development Management officers in their assessment of planning applications.</p>	<p align="center">●</p>	<p>The Conservation team continue to work closely with Development Management on cases of heritage interest. The Conservation Area Appraisal programme is on-going. Nine Conservation Area Appraisals are in progress. Eight have been subject to public consultation and another is being drafted. Several heritage guidance notes are also being prepared. The Team intend to complete as many as possible as soon as possible while maintaining its service to Development Management and continuing the transition to remote working.</p>	<p align="center">●</p>

**CDC Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>CDC2.1.1 Promote Health &amp; Wellbeing</b>	Cllr A McHugh Cllr C Clarke	Ansaf Azhar Nicola Riley	<p>Phonebox removal consultation concluded.</p> <p>Employer recognition scheme as part of the Councils commitment to the Armed Forces Community Covenant has been progressed.</p>	<p>Maintain partnerships with key Voluntary and Charitable organisations in the response to COVID-19 to ensure continued food and medicine delivery.</p> <p>Promote funding sources.</p> <p>Clear information provided to Parish Councils and residents from central government generated guidance.</p> <p>Promote ideas for active lives during the period of restricted movement.</p> <p>Promote support for maintaining mental health</p>	★	<p>March presented a range of new challenges generated by the Corona virus pandemic; communities have shown their resilience and neighborliness.</p> <p>Cherwell Districts wellbeing team have engaged with a wide range of partners and activated community networks to relieve hardship and enable residents to maintain their health and wellbeing.</p>	★
<b>CDC2.1.2 Improve Leisure &amp; Community Facilities</b>	Cllr G Reynolds	Ansaf Azhar Nicola Riley	<p>Upgraded lighting for Spiceball Leisure Centre main sports hall complete as part of climate change programme.</p> <p>All planned capital works concluded.</p>	Capital works at North Oxfordshire academy athletics provision planned for completion.	★	The Leisure centre and joint use facilities have been improved this year and usage has grown. On line booking will soon be available for when we can reopen the Leisure provision which was closed on 29th March in line with government instruction to reduce the spread of COVID-19.	★
<b>CDC2.1.3 Support the Voluntary Sector</b>	Cllr A McHugh	Ansaf Azhar Nicola Riley	<p>Many planned activities for March have been paused due to the developing COVID-19 pandemic.</p> <p>Team members have worked with partners to ensure a good supply of information, advice and guidance, coordinating efforts across the district.</p>	Collaboration with County Council colleagues and local voluntary organisations to underpin the establishment of Cherwell Community Hub.	★	<p>Residents are receiving the support they need from a variety of voluntary, charitable, community and faith based organisations. This shows the breadth and depth of the support Cherwell District Council gives these organisations and the understanding of their critical place in maintaining community.</p> <p>The Sunshine Centre, The Hill and Banbury Mosque have distributed activity bags to targeted families in the Brighter Futures areas in Banbury, Citizens Advice Community Connect service (the volunteer drivers' scheme) has been re-purposed to be an emergency food delivery service, Age UK are operating a telephone line for elder isolated or anxious residents to be able to talk to someone. Community Halls have closed, and new groups are forming to help neighbors.</p> <p>OCVA (Oxfordshire Community and Voluntary Action) are providing Oxfordshire All In, a digital platform to map these new groups and existing ones, and act as a channel of information and support.</p>	★

**CDC Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p><b>CDC2.1.4 Enhanced Community Resilience</b></p>	<p>Cllr A McHugh</p>	<p>Richard Webb Simon Furlong</p>	<p>A workshop to develop the death process management plan was held at the beginning of March. Parish councils and community groups were advised of details of a community resilience fund they could bid into to support their community resilience planning.</p>	<p>The focus for the next period will be on supporting communities through the COVID-19 pandemic and ensuring that critical council services are maintained during the period of disruption to normal activity.</p>	<p align="center">★</p>	<p>As a result of the COVID-19 pandemic the Thames Valley Emergency Response Arrangements were enacted early in March to support the partnership response to this major incident. Work has progressed through the month under existing pandemic flu plans and to create new community support structures to reflect the specific nature of this pandemic and the social isolation measures that have been introduced.</p> <p>Council services are being maintained where possible and necessary, with significant new activity directed at supporting individuals, communities and businesses.</p>	<p align="center">★</p>
<p><b>CDC2.1.5 Homelessness Prevention</b></p>	<p>Cllr J Donaldson</p>	<p>Gillian Douglas Stephen Chandler</p>	<p>After successfully securing additional grant funding Cherwell District Council has tendered for an enhanced Outreach Service to offer more intensive work with those who are rough sleeping in Cherwell and is recruiting a Single Homeless Specialist Options Officer. This position in the Housing Options Team will offer single customers focused advice and assistance to help them resolve their housing issues and address barriers which may prevent them from securing settled accommodation.</p>	<p>Ensure CDC secure sufficient placements to abide by MHCLG directive to place all rough sleepers or those at risk into emergency accommodation.</p>	<p align="center">●</p>	<p>Please note recruitment has been delayed due to COVID-19 crisis.</p> <p>We are also working with our partner authority Oxfordshire County Council to embed housing help in the Family Safeguarding Model that will be implemented from summer 2020 to help vulnerable families at an early stage. Please note piloting of this scheme has been delayed due to COVID-19 crisis.</p> <p>The COVID-19 pandemic has required the CDC housing team to stay at home and adopt new working arrangements.</p> <p>The unprecedented demand from single applicants presenting themselves as homeless, has required the team to focus on responding to this immediate crisis situation. The ability to deliver a fully focused prevention service is curtailed, although Options Officer continue to provide the best service possible.</p>	<p align="center">★</p>

**CDC Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p><b>CDC2.1.6 Support and Safeguard Vulnerable People</b></p>	<p>Cllr A McHugh</p>	<p>Ansaf Azhar Nicola Riley</p>	<p>The Council Tax Reduction (CTR) take-up project has now concluded with some successful outcomes including offering an awareness session to the Universal Credit (UC) team to promote CTR claims and a pro-active approach to inviting customers to claim.</p> <p>A new income banded scheme for CTR has also been introduced in the Cherwell area, this will be a simpler system for customers and will also mean that they experience fewer changes in their level of support.</p> <p>The recruitment of a new safeguarding officer has been achieved.</p> <p>After the conclusion of the Council Tax Reduction Scheme project training for UC has been offered at the Job Centre to promote claims and pro-active work to invite claims for Council Tax Reduction.</p>	<p>The team are now considering the approach and work plan we can take to support our residents throughout the months to come as we also experience an increase in customer contact and the number of new claims.</p> <p>Promoting Safeguarding e-learning for Members and staff and encouraging completion of necessary refresher training.</p>	<p>★</p>	<p>We continue to award Discretionary Housing Payments in a timely way so offering support to residents who are experiencing a shortfall in their rent and protecting their tenancies.</p> <p>Throughout 2019-2020 we have worked with partners both internal and external to support some of our most vulnerable residents. A new safeguarding officer in post has renewed the focus on training and procedures.</p> <p>The safeguarding policy has been updated to reflect the latest guidance.</p>	<p>★</p>

**CDC Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p><b>CDC2.1.7 Respond to the Welfare Reform Agenda</b></p>	<p>Cllr P Rawlinson Cllr T Ilott</p>	<p>Belinda Green Gillian Douglas Lorna Baxter</p>	<p>The time taken to assess new claims and change events has been excellent throughout 19-20 and Discretionary Housing Payments have been awarded to assist those in hardship including those on Universal Credit.</p> <p>We continue to work with partners to offer support to residents who are impacted by Universal Credit.</p>	<p>The next meeting of the Universal Credit project team will be held in May/June. We will continue to work with Department of Work and Pensions to support residents throughout this difficult time.</p>	<p align="center">★</p>	<p>We continue to respond to the challenges presented by the welfare reform agenda.</p>	<p align="center">★</p>
<p><b>CDC2.1.8 Promote Healthy Place Making</b></p>	<p>Cllr A McHugh</p>	<p>Ansaf Azhar Rosie Rowe</p>	<p>Ward profile on Ruscote finalised and included in the Joint Strategic Needs Assessment published in mid-March.</p> <p>Insight workshops with stakeholders from Banbury Grimsby postponed.</p> <p>Healthy Bicester Annual Stakeholder Meeting held on 12 March 2020 attended by 55 local stakeholders.</p> <p>First meeting of K5 Cycling Forum met and agreed priority areas for action.</p> <p>Procurement of consultant support to undertake evaluation of healthy place shaping has been completed and Public Health Action Support Team (PHAST) appointed.</p>	<p>All public facing activities now on hold.</p> <p>Project planning for K5 way finding project continues.</p> <p>Staff redeployed to support communities' team in meeting the needs of Shielded patients.</p>	<p align="center">●</p>	<p>Team have reviewed project milestones and adjusted them to reflect pause in planned public facing activities. Relationships built with local stakeholders in Bicester and Kidlington and surrounding villages has supported response to COVID-19 emergency.</p>	<p align="center">★</p>



**CDC Programme Measures - District of Opportunity & Growth**

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>CDC3.1.1 Deliver Innovative and Effective Housing Schemes</b>	Cllr J Donaldson	Gillian Douglas Stephen Chandler	8 sales now on hold due to COVID-19.	Secure exchange of contract on 8 houses at Hope Close which are ready to proceed with purchase.	●	The remaining 9 Hope Close completions were due to happen in the next 3 months. One has had to withdraw as they lost their job but the remaining 8 are still interested. Our solicitors have proposed exchanging contracts with a long stop completion date in December 2020 to secure the sales. These are being progressed with the purchasers if they are in agreement.	●
<b>CDC3.1.2 Promote the district as a tourist destination</b>	Cllr L Pratt	Robert Jolley Simon Furlong	Reviewed tourism website pages.	Review status of situation report in light of COVID-19 pandemic.	●	Membership and day-to-day liaison with Experience Oxfordshire (EO) which promotes Cherwell as a visitor destination. We have identified the need for the Visitor Economy sector to be supported through the COVID-19 pandemic.	●
<b>CDC3.1.3 Develop a Cherwell Industrial Strategy</b>	Cllr L Pratt	Robert Jolley Simon Furlong	Feedback & outputs from the engagement workshops analysed to provide input to the strategy development process.	Review progress and priorities of the Cherwell Industrial Strategy in relation to COVID-19.	●	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. A draft strategy is planned for consultation in Summer 2020, but this timeline is under review because of the current need for staff engagement with the business community in response to COVID-19. CIS links to the OxLEP Local Industrial Strategy which is a key and underpinning component of the Oxfordshire Housing and Growth Deal (Productivity workstream).	●
<b>CDC3.1.4 Promote Inward Investment and Business Growth</b>	Cllr L Pratt	Robert Jolley Simon Furlong	Reviewed shortlisted applicants for the 2020 Cherwell Business Awards and identified interview questions.  One-to-one advice and detailed support provided to 19 businesses during March 2020.	Support Cherwell District Council's implementation of the COVID-19 Government grant schemes to local businesses.  Provide information and advice to local businesses during the COVID-19 pandemic.  Continue to provide support to potential new business investors.  Continue the development of a Digital Strategy for Oxfordshire to ensure the broadband and mobile telephone services in Cherwell are prepared for future demands.	●	Due to the COVID-19 pandemic, Cherwell Business Awards (CBA) shortlisting has been postponed and the final, scheduled for 15 May 2020, has been rescheduled to 20 November 2020.  CDC is in close liaison with colleagues at local authorities in Oxfordshire and at OxLEP and Government departments to ensure support to businesses during the COVID-19 pandemic.  Cherwell District has 97% superfast broadband coverage of premises (with a download speed greater than 24mbps). CDC continues to work with Oxfordshire County Council towards delivering 100% coverage and raising 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
<b>CDC3.1.5 Develop Our Town Centres and Increase Employment at Strategic Sites</b>	Cllr L Pratt	Robert Jolley Simon Furlong	<p>Prepared for partnership support to Banbury BID and Bicester Vision for 20/21.</p> <p>Progress was made on developing the Bicester Town Centre workshop (to be held on 30 March). The event has been postponed due to the COVID-19 Government directive.</p>	<p>Review the impact of the COVID-19 pandemic on the district's urban centres.</p> <p>Continue to maintain dialogue with urban centre partners.</p>	●	<p>Continued support provided to Banbury BID (Business Improvement District) in the completion of its Year Two business plan. We are supporting the BID and its members during the COVID-19 pandemic.</p> <p>Following the Bicester Town Centre workshop in June 2019, a task group of volunteers has been working on a plan for the town centre. The planned feedback event scheduled for March 30 has been postponed and will be rescheduled for later this year.</p>	●
<b>CDC3.1.6 Deliver the Local Plan</b>	Cllr C Clarke	David Peckford Paul Feehily	<p>The Main Modifications to the Partial Review of the Local Plan were approved by the Council on 24 Feb 2020. Officers are currently awaiting the Planning Inspector's report on the Examination of the Local Plan Partial Review.</p> <p>An updated Local Development Scheme (Cherwell's planning policy documents work programme) was approved by the Council's Executive on 2 March 2020.</p> <p>Preparatory work on the district-wide Local Plan Review and Canalside Supplementary Planning Document (SPD) has commenced in line with the LDS approved programme.</p> <p>Oxfordshire Plan 2050: the central Plan team has continued with evidence gathering and the consideration of spatial options for a future options consultation paper.</p>	<p>The Planning Policy team intends to work as close to business as usual as possible during the COVID-19 outbreak. Progress the Local Plan Partial Review to its adoption once the Inspector issues the final Examination report. Continue progressing Canalside SPD work towards formal consultation in September/October 2020.</p> <p>Continue progressing work on the district-wide Local Plan Review to Issues consultation stage in July-August 2020. Continue to support the work of the Oxfordshire Plan team in progressing towards an options consultation paper.</p>	★	<p>The Partial Review of the Local Plan (which seeks to help Oxford with its unmet housing need) is being independently examined. The modifications were approved by the Council on 24 February 2020 and submitted to the planning Inspector the following day. Officers are awaiting the Inspector's final report.</p> <p>An updated Local Development Scheme - the programme for the preparation of future planning policy documents - was approved by the Council's Executive on 2 March 2020. The LDS includes timetables for the completion of the Local Plan Partial Review; work on the Oxfordshire Plan 2050, a new district-wide Local Plan Review, a Banbury Canalside Supplementary Planning Document and a potential Community Infrastructure Levy. Subject to officers being well the Planning Policy team intends to work as close to business as usual as possible during the COVID-19 outbreak and have commenced work on LDS work programme by progressing the Local Plan Review to adoption, the districtwide Local Plan Review to Issues stage and Canalside SPD to formal consultation.</p>	★

**CDC Programme Measures - District of Opportunity & Growth**

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>CDC3.1.7 Deliver the Growth Deal</b>	Cllr B Wood	Robert Jolley Simon Furlong	Year Three Plans of Work for each Workstream completed.	Review to be undertaken in the light of the COVID-19 pandemic.	●	With the COVID-19 pandemic, the curtailment of construction has had a severe impact upon the delivery of accelerated housing and affordable units.  Evidence gathering for the Oxfordshire Plan is also compromised. A request has been submitted to central government to review the overall programme timescale.	●


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 Simon Furlong	55.70%	56.00%	●	Recycling rate for the year was 55.7%, 0.3% short from our 56% target, but still a 1% more than the previous year.	55.70%	56.00%	●

**CDC KPIs - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<b>CDC2.2.01 Number of Homeless Households living in Temporary Accommodation</b>	Cllr J Donaldson	Gillian Douglas Stephen Chandler	48.00	35.00	▲	On instruction from MHCLG due to the COVID-19 crisis local authorities have been required to accommodate all those who were rough sleeping or at risk. This has resulted in an unprecedented rise in presentations from single people for placements.	323.00	420.00	★
<b>CDC2.2.02 Number of people helped to live independently through use of DFG &amp; other grants/loans</b>	Cllr J Donaldson	Gillian Douglas Stephen Chandler	73.00	45.00	★	We provided assistance to a total of 73 households in March; 31 by means of completed disabled adaptations grants (larger jobs) and 42 through smaller works. For the year as a whole that meant we helped 642 vulnerable and disabled households against our annual target of 540.	639.00	540.00	★
<b>CDC2.2.03 Homes improved through enforcement action</b>	Cllr J Donaldson	Gillian Douglas Stephen Chandler	5.00	9.00	▲	Enforcement actions were concluded at 5 homes in March (including 3 where energy-efficiency works were undertaken in response to proactive Minimum Energy Efficiency Standards (MEES) interventions). Although work during the month was interrupted by changes to safe-working arrangements caused by the COVID-19 epidemic, we were still able to achieve a total of 111 homes improved during the year, exceeding our target of 108.	111.00	108.00	★
<b>CDC2.2.04 Delivery of affordable housing in line with CDC and Growth Deal targets</b>	Cllr J Donaldson	Gillian Douglas Stephen Chandler	45.00	40.00	★	<b>Total affordable housing completions: 45</b> Of which: 32 x Affordable Rent; 13 x Shared Ownership tenure. There were no Oxfordshire Growth Deal affordable housing units completed this month in Cherwell District.	453.00	407.00	★
<b>⊕ CDC2.2.05 Average time taken to process Housing Benefit New Claims</b>	Cllr T Ilott	Belinda Green Claire Taylor	11.29	15.00	★	The average time taken to assess new claims for the month of March was 11.29 days against a local target of 15 days and a national average of 20 days. This is an excellent performance which has been sustained throughout the year. This places the service in a strong position to face the challenges presented by COVID-19.	11.47	15.00	★

**CDC KPIs - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
 <b>CDC2.2.06 Average time taken to process Housing Benefit change events</b>	Cllr T Ilott	Belinda Green Claire Taylor	2.43	8.00	★	The average time taken to assess change events during March was 2.85 days against a local target of 8 days and a national average of 8 days. The performance for 19-20 is also good at 5.42 days. This performance has helped to ensure that our residents are receiving the correct level of benefit.	5.04	8.00	★
<b>CDC2.2.07 Number of visits/usage of District Leisure Centre</b>	Cllr G Reynolds	Ansaf Azhar Nicola Riley	89,103	134,053	▲	<p>Usage numbers are lower than expected for March 2020 against the same period last year. This is primarily due to the closure of both the Leisure Centres from Saturday 21st March and the Joint Use Leisure Facilities from Friday 20th March. The usage for March 2020 was 89,103, however this doesn't include the figures for the Joint Use Centres as these are held on paper copy at the individual sites and therefor haven't been received.</p> <p>There has been a reduction in users at Spiceball irrespective of the closure due to the difficulties with car parking and easy access to the Centre.</p>	1,617,127	1,586,813	★
<b>CDC2.2.08 % of Council Tax collected, increase Council Tax Base</b>	Cllr T Ilott	Belinda Green Claire Taylor	1.31%	1.00%	★	<p>Whilst the collection rates have fallen short of our cumulative collection rate target of 98.04% the amount of payments, we brought in in March 2020 still exceeded £2.18m which shows the vast amount of payers choosing to pay over 12 months now. However, it still proves more difficult to maintain collection rates when there is less time to chase for overdue payments.</p> <p>The amount of Council Tax we collect has increased by nearly £2.5m since April 2019 bringing the total amount, we need to just short of £105m, this is mainly down to new builds as well as a review on exemptions and discounts. crease again in February and March.</p> <p>Whilst all reminder and final notices were issued in March 2020 to increase collection rates, we have had a vast amount of direct debit cancellations come through following the onset of the Coronavirus pandemic. We stopped making outbound calls to chase unpaid Council Tax from 23 March 2020 as chasing unpaid Council Tax at this time is not suitable when residents are facing job losses and reduction in earnings.</p>	98.04%	89.25%	★

CDC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
CDC2.2.09 % of Business Rates collected, increasing NNDR Base	Cllr T Ilott	Belinda Green Claire Taylor	0.61%	2.50%	▲	Having achieved 98.49% against a target of 98.5% on collection rates, the shortfall equated to approx. £10k. Reminder and final notices were issued week commencing 16 March however we have now experienced a large amount of direct debit cancellations from companies unable to pay their March instalment on either 18 or 25 March. Whilst we had been proactively calling out it is not appropriate to chase money whilst businesses are experiencing hardship due to COVID-19.	98.49%	98.50%	●

**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 Paul Feehily	100%	60%	★	7 Major Planning Applications were determined during March 2020, all of them within the target period or agreed timeframe. Therefore 100% of applications have been determined within timeframe, against a target to achieve no less than 60% within time.	88%	60%	★
⊕ CDC3.2.2 % Non-Major planning appeal decisions allowed	Cllr C Clarke	David Peckford Paul Feehily	1%	10%	★	1 Non-Major Planning Application Appeal was allowed by the Planning Inspectorate during March 2020 and 76 Non-Major Planning Applications were determined during this month. The target is to have a total % of Planning Appeals allowed, amounting to less than 10% of the total number of Non-Major Planning Applications determined within that month. In March 2020, the total number of Non-Major Planning Appeals allowed amounted to 1.32%	1%	10%	★
CDC3.2.3 % Planning enforcement appeal decisions allowed	Cllr C Clarke	David Peckford Paul Feehily	0%	10%	★	No Planning Enforcement Notice Appeals were allowed by the Planning Inspectorate during March 2020.	0%	10%	★
⊕ CDC3.2.4 % of Non-Major applications processed within 8 weeks	Cllr C Clarke	David Peckford Paul Feehily	86%	70%	★	76 Non-Major Planning Applications were determined during March 2020, 65 of them within target period or agreed timeframe. Therefore 86% of applications have been determined within timeframe, against a target to achieve no less than 70% within time.	83%	70%	★
CDC3.2.5 Maintain 5 Year Land Supply	Cllr C Clarke	David Peckford Simon Furlong	4.60	5.00	●	The 2019 Annual Monitoring Report (AMR) reports a dip below 5 years (to 4.6 years). However, housing delivery in 2018/19 was high (1489 homes) and the Government has provided the Oxfordshire authorities with a 3 year flexibility while the Oxfordshire Plan is produced. In view of the current national situation, there will be a need to review projections for future housing delivery. Government advice on meeting current national targets may be required in due course. Officers will seek to engage with the development industry to understand the position of homebuilders and to inform economic recovery measures.	5.00	5.00	●
CDC3.2.6 Major planning appeal decisions allowed	Cllr C Clarke	David Peckford Paul Feehily	0%	10%	★	No Major Planning Application Appeals were allowed by the Planning Inspectorate during March 2020.	4%	10%	★
CDC3.2.7 Net Additional Housing Completions (Quarterly)	Cllr C Clarke	David Peckford Simon Furlong	0	272	▲	No provisional net housing completions for Q4 can yet be provided. Following Government advice, officers are presently only undertaking site visits where essential to maintain planning services.  The completion of 272 net new homes in Q4 would enable the local plan requirement to be met. Officers have commenced desk based monitoring work and will seek to engage with homebuilders to produce a Q4 return as soon as possible. The approach to housing monitoring and site visits will be kept under review having regard to public health advice.	870	1142	▲