

Priority Service Indicators 2009/2010 April - December 2009							
	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Comment
Building Control and Engineering Services							
BUS 006 % of buildings accessible to people with a disability	100.00	100.00	G	100.00	100.00	G	
Development Control & Major Developments							
NI 157 Processing of "major" planning applications (%)	30.00	60.00	R	50.00	60.00	R	CMT Exception Performance is improving with regard to major applications. We are still hampered by the smaller number coming through, although the service is positive that it will meet the target by year end.
NI 157 Processing of "minor" application types (%)	82.27	65.00	G	84.19	65.00	G	CMT Success Performance has been maintained at a high level. Further process improvements are now being rolled out with DCMD and PHE admin. These improvements are critical in ensuring that the significant progress made so far is sustainable in variable market conditions.
NI 157 Processing of "other" planning applications (%)	88.99	80.00	G	91.14	80.00	G	CMT Success Performance has been maintained at a high level. Further process improvements are now being rolled out with DCMD and PHE admin. These improvements are critical in ensuring that the significant progress made so far is sustainable in variable market conditions.
DCMD 001 % of appeals against refusal upheld	38.89	30.00	R	33.33	30.00	R	CMT Exception The overall the performance is improving , this is due to careful examination of reasons for refusal, this has ensured our decisions are sustainable at appeal. It is considered that the overall target will be met at year end. In December all appeals were won by the Council.
Environmental Services							
NI 185 CO2 reductions from local authority operations (%)							Next report due March 2010.
NI 186 Per capita reduction in CO2 emissions in the LA area							Next report due March 2010.

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NI 188 Planning to adapt to climate change (score)							Next report due March 2010.
ES 001 % of abandoned vehicles investigated in 24 hours	97.52	97.00	G	98.20	97.00	G	
ES 002% of abandoned vehicles removed within 24 hours	90.32	86.00	G	92.31	86.00	G	
Exchequer							
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	7104	6571	G		8521		
NI 181 Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	18.26	15.00	R	14.83	15.00	G	CMT Success Now within target and will continue to improve with the expected rent increases which will be processed on time.
EXCH 001 % of Council Tax collected	58.52	49.26	G	86.67	73.89	G	
EXCH 002 % of NDR collected	59.20	49.50	G	86.83	74.25	G	
EXCH 003 Average time to process new HB/CTB claims	42.31	31.00	R	34.88	20.00	R	CMT Emerging Issue The performance, whilst still below local target, continues to show a Year To Date improvement. Performance for the month of December (rather than YTD) was 19.87 for new claims and 7.53 for changes. This is slightly down on November but within target. Claims are continuing to come in at the same rate and in addition we have had the Christmas/New Year break which will affect January as well as the weather conditions which prevented some Capita staff from getting to work. They have no home working solution so this may impact on the processing of work. We will continue to monitor performance and will take action claims as soon as possible.

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EXCH 004 Average time to process change in circumstances	14.74	13.00	R	11.99	13.00	G	CMT Success Within target and will continue to improve as we will have a lot of rent increases to go in which will be processed on time. Figure for the actual month was 7.53.
EXCH 005 % of HB overpayments recovered	60.46	77.50	R	67.32	77.50	R	CMT Emerging Issue Overpayments raised fluctuate dramatically. The target is an annual one rather than a profiled one but it may still be difficult to meet the recovery rate with the backlog of work that we have had this year which resulted in additional overpayments and therefore more monies to recover.
EXCH 006 % of HB overpayments recovered including outstanding	21.53	18.00	G	28.10	27.00	G	
EXCH 007 % of HB overpayments written off	3.35	2.00	R	3.53	3.00	R	CMT Exception This is a difficult target to comply with as one or two cases can throw the target out. The Figure at the end of the first quarter was 0.67 on a target of 1.00, and was 3.35 on a target of 2.00 at the end of quarter 2 The actual having gone up by 2.68. The actual has only gone up by 0.18 from quarter 2 to quarter 3 so it will hopefully be about on target at the end of the year.
Finance							
FIN 001 % of invoices paid on time	98.58	99.00	A	98.34	99.00	A	
Human Resources							
HR 012 Work days lost due to sickness	3.13	4.02	G	4.94	6.03	G	Well within target due to successful management of Sickness Absence policy and procedures.

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Housing Services							
NI 187 Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating: (a) Percentage dwellings occupied with a low energy efficiency rating;							Next report due March 2010.
(b) Percentage dwellings occupied with a high energy efficiency rating							Next report due March 2010.
HS 001 Housing advice: repeat homelessness cases	1.00	5.00	G	1.00	5.00	G	
Planning & Affordable Housing Policy							
NI 159 Supply of ready to develop housing sites (%)							Next report due March 2010.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years (%)							Next report due March 2010.
PAHP 001 Number of conservation area in LA area	58.00	58.00	G	58.00	58.00	G	
PAHP 002 % of 219a with up-to-date character appraisals	43.10	46.55	A	41.38	44.83	A	
PAHP 003 % of 219a with published management proposals	82.76	82.76	G	82.76	82.76	G	
Recreation & Health							
NI 56 Obesity among primary school age children in Year 6							Next report due March 2010.
RH 001 Number of visits/usage's to museums in person per 1,000 population	884.17	892.00	A	1263.28	1351.00	A	CMT Exception The marginal under performance here may result from incorrect assumptions made regarding Sunday closure, which began 13th September. Will monitor.
RH 002 Number of pupils visiting museums	1441.00	1400.00	G	2602.00	2300.00	G	CMT Success The Museum's education programme is proving very successful. For the period September - December we have welcomed 1526 school children in organised school groups from 31 different schools. Most of these schools are Cherwell schools. This service is purchased and is therefore cost neutral.

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Safer Communities & Community Development							
NI 32 Repeat incidents of domestic violence							Thames Valley Police indicator. No data available yet.
NI 35 Building resilience to violent extremism:							
(a) Understanding of, and engagement with, Muslim communities;							Next report due March 2010.
(b) Knowledge and understanding of the drivers and causes of violent extremism;							Next report due March 2010.
(c) Development of a risk-based preventing violent extremism action plan;							Next report due March 2010.
(d) Effective oversight, delivery and evaluation of projects and actions.							Next report due March 2010.
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)							Next report due March 2010.
Cross-Service Indicator							
NI 182 Satisfaction of business with local authority regulation services (%)	91	91	G	91	91	G	

Number Green and Amber
Percentage

19
79.17%

Overall Status

Red