

Priority Service Indicators 2009/2010 April 2009 - March 2010							
	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four 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	All the Council's publicly accessible buildings have remained fully accessible but will be subject to further accessibility audits during 2010/11.
Development Control & Major Developments							
NI 157 Processing of "major" planning applications (%)	50.00	60.00	R	47.83	60.00	R	CMT Exception The 60% target was not reached with regard Major Development proposals. The problems encountered are related to the increased difficulty in concluding s106 agreements in difficult financial times. Negotiations have been longer and harder due to stricter commercial lending regimes'. Additional delays in the last month are also down to capacity issues within the Environment Agency and Oxfordshire County Council, on schemes that will bring benefit to the district and county and therefore not appropriate to refuse for failure to complete legal agreements within the 13 week timescale.
NI 157 Processing of "minor" application types (%)	84.19	65.00	G	85.83	65.00	G	CMT Success An excellent year. Performance has improved significantly and sustainably. Key improvements in process and more importantly by a strong team effort driven by Development Control & Major Developments and supported by Planning, Housing & Economy Admin support. Credit need to be given to colleagues outside the service who have supported with prompt consultation responses.
NI 157 Processing of "other" planning applications (%)	91.14	80.00	G	92.19	80.00	G	CMT Success An excellent year. Performance has improved significantly and sustainably. Key improvements in process and more importantly by a strong team effort driven by Development Control & Major Developments and supported by Planning, Housing & Economy Admin support. Credit need to be given to colleagues outside the service who have supported with prompt consultation responses.

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DCMD 001 % of appeals against refusal upheld	33.33	30.00	R	33.33	30.00	R	CMT Exception Performance at appeal, has improved as the year progressed. The impact of the recession and fall in the number of appeals lodged means that the services has not made it's 30% target although reasonably close. The national performance figures will be released over the summer and only then will we be able to see our position in relation to the rest of England.
Environmental Services							
NI 185 CO2 reductions from local authority operations (%)	N/A	N/A	N/A	N/A	4.00	N/A	Data not available until end of May 2010. Fleet and building emissions down, emissions from Sports Centres uncertain due to new Spiceball coming on line.
NI 186 Per capita reduction in CO2 emissions in the LA area				0.30		N/A	Emissions are on a two year time lag. For 2007 per capita emissions fell from 9.1 tonnes to 8.8 tonnes. This represents a 3% reduction
NI 188 Planning to adapt to climate change (score)	N/A	N/A	N/A	2.00	2.00	G	Level 2 has been achieved. This means we have had a comprehensive risk assessment and we have an action plan in some areas for adapting to climate change. The LAA target is to achieve Level 3 by end of 2010/11.
ES 001 % of abandoned vehicles investigated in 24 hours	98.20	97.00	G	98.54	97.00	G	Target surpassed for year.
ES 002% of abandoned vehicles removed within 24 hours	92.31	86.00	G	91.49	86.00	G	Target surpassed for year.
Exchequer							
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year		8521	N/A	N/A	10471	N/A	Data not available until end of May 2010, but expecting an improvement in performance.
NI 181 Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	14.83	15.00	G	13.47	15.00	G	Increased performance due to additional support since last year.

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EXCH 001 % of Council Tax collected	86.67	73.89	G	98.31	98.50	A	Performance has matched last year which given the economic climate is a good effort. we have fallen behind target at the last because of the way the target was proportioned over the year.
EXCH 002 % of NDR collected	86.83	74.25	G	97.90	99.00	A	Performance has dipped this year but may be because of the business rates deferral scheme which allows customers to defer some payments until the following years. Target has been missed because of the way it has been proportioned over the year.
EXCH 003 Average time to process new HB/CTB claims	34.88	20.00	R	32.63	20.00	R	CMT Exception Although still well below target, Capita are continuing to prioritise new claims. The performance for the month (as opposed to year to date) is 18.69
EXCH 004 Average time to process change in circumstances	11.99	13.00	G	10.97	13.00	G	Increased performance due to additional support since last year.
EXCH 005 % of HB overpayments recovered	67.32	77.50	R		77.50		Data not expected until June at the earliest.
EXCH 006 % of HB overpayments recovered including outstanding	28.10	27.00	G		36.00		Data not expected until June at the earliest.
EXCH 007 % of HB overpayments written off	3.53	3.00	R		4.00		Data not expected until June at the earliest.

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Finance							
FIN 001 % of invoices paid on time	98.34	99.00	A	98.23	99.00	A	100% of invoices that can be paid on time are - invoices with queries are only paid once resolved and these impact on achieving the 99% target. In future years we will measure performance excluding invoices under query.
Human Resources							
HR 012 Work days lost due to sickness	4.94	6.03	G	7.29	8.00	G	CMT Success Target achieved due to the successful application and management of the Council's Sickness Absence Policy.
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;			N/A	8.62	9.87	G	Shows increased performance from last year.
(b) Percentage dwellings occupied with a high energy efficiency rating			N/A	40.21	34.01	G	Shows increased performance from last year.
HS 001 Housing advice: repeat homelessness cases	1.00	5.00	G	1.00	5.00	G	Exceeds target.
Planning & Affordable Housing Policy							
NI 159 Supply of ready to develop housing sites (%)				90.65	100.00	A	Due to the recession, the rolling supply of deliverable housing sites has for the first time fallen below the national 5 year requirement. This was reported to the Executive on 2 Nov 2009 and planning applications are presently being considered in this context as required by PPS3. One application (south of Milton Road, Bloxham) has already been approved subject to legal agreement.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years (%)				0.04	0.04	G	No change since 2009 return. It is expected that more previously developed and vacant sites will affect future returns (thereby worsening performance) as other National Land Use Database sites age (particularly those identified in the Urban Housing Potential Study 2005).

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PAHP 001 Number of conservation area in LA area	58.00	58.00	G	58.00	59.00	A	It was anticipated that a new conservation area would be allocated before the end of March 2010 at Mollington. As a consequence of the technical assessment and public consultation that the council carried out in Mollington, it was identified that further consultation would be required. This delayed the completion of the assessment. This work has now been completed and the new conservation area for Mollington is to be considered by the Executive on 7th June 2010.

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PAHP 002 % of 219a with up-to-date character appraisals	41.38	44.83	A	41.38	55.93	R	CMT Emerging Issue Some slippage in programme for 2009/10 has arisen due to (1) loss of one post (20% of overall staff resources) in November 2009 and Council decision not to replace this post, and (2) requirement to carry out additional public consultation on one particularly controversial new CA designation (Mollington) which meant that completion of this review slipped into 2010/11.
PAHP 003 % of 219a with published management proposals	82.76	82.76	G	82.76	82.76	G	Not all conservation areas currently have management plans, however as we undertake conservation area appraisals, management plans are prepared / reviewed. At the start of 2009/10 we identified which forthcoming conservation area appraisals needed management plans preparing, and were able to ensure that these were done in accordance with our work plan.
Recreation & Health							
NI 56 Obesity among primary school age children in Year 6: (i) Percentage of children in Year 6 with height and weight recorded who are obese	N/A	N/A	N/A	16.40	N/A	N/A	Cherwell district = 16.4%, Oxfordshire = 16.0%, National = 18.3%.
(ii) Percentage of children in Year 6 with height and weight recorded	N/A	N/A	N/A	13.50	N/A	N/A	Cherwell district = 13.5%, Oxfordshire = 14.2%, National = 14.3%.
RH 001 Number of visits/usage's to museums in person per 1,000 population	1263.28	1351.00	A	1563.01	1782.00	R	CMT Exception Banbury Museum received 215,477 visitors in 2009/10, only 1518 visitors fewer than in 2008/09. This slight reduction is despite Sunday closure from September and the poor weather in January and February.
RH 002 Number of pupils visiting museums	2602.00	2300.00	G	3932.00	3150.00	G	CMT Success Banbury Museum achieves a record - almost 4000 school children visited the museum in organized school parties in 2009/10. Of these, approximately 90% booked workshops. Schools pay for this service, the fee covering the staffing costs to deliver the workshop and materials. This success is notable as it bucks a regional trend, and is delivered without cost to Cherwell tax payers.

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(what was) Safer Communities & Community Development							
NI 32 Repeat incidents of domestic violence						N/A	Thames Valley Police indicator. No data available yet.
NI 35 Building resilience to violent extremism: (a) Understanding of, and engagement with, Muslim communities;	N/A	N/A	N/A	3.00	4.00	R	Cherwell continue to have strong demographic data and working relationships with the Muslim community and local partnerships which ensures that we are consistent with our engagement opportunities with the Muslim Community.
(b) Knowledge and understanding of the drivers and causes of violent extremism;	N/A	N/A	N/A	4.00	4.00	G	Cherwell is a low risk area in relation to violent extremism, however through strong partnership, engagement and communication processes we are able to act and resolve underlying community tensions.
(c) Development of a risk-based preventing violent extremism action plan;	N/A	N/A	N/A	1.00	1.00	G	Cherwell is a low risk area and focuses it priorities towards community tension monitoring and improving cohesion.
(d) Effective oversight, delivery and evaluation of projects and actions.	N/A	N/A	N/A	2.00	2.00	G	Cherwell is a low risk area in relation to violent extremism, however through strong partnership, engagement and communication processes we are able to act and resolve community underlying community tensions.
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)	N/A	N/A	N/A	93.58	85.00	G	Good performance as a result of maintaining a strong enforcement profile and the launch of the www.scoresonthedoors.org.uk website.
Cross-Service Indicator							
NI 182 Satisfaction of business with local authority regulation services (%)	91	91	G	91	91	G	High satisfaction from respondees. Continued effort required to improve response rates.

Number Green and Amber
Percentage

25
80.65%

Overall Status

Red