

Priority Service Indicators 2010/2011
April - September 2010

	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
Building Control & Engineering Services							
BCES 006 % of buildings accessible to people with a disability	100.00	100.00	G	100.00	100.00	G	Emerging Issue We have recently undertaken audits of 3 of our publicly accessible buildings, Bodicote House, Banbury Museum and Exeter Hall. Whilst technically all these are accessible some shortcomings were found which we will recommend need to be addressed. The audit write-ups will be circulated to the managers responsible for these buildings in the next month.
Corporate Strategy & Performance							
NI 35 Building resilience to violent extremism: (a) Understanding of, & engagement with, Muslim communities;							Annual indicator, next report due March 2011.
(b) Knowledge and understanding of the drivers and causes of violent extremism;							Annual indicator, next report due March 2011.
(c) Development of a risk-based preventing violent extremism action plan;							Annual indicator, next report due March 2011.
(d) Effective oversight, delivery & evaluation of projects & actions							Annual indicator, next report due March 2011.
Development Control & Major Developments							
NI157a Processing of major applications within 13 weeks	63.64	60.00	G	45.45	60.00	R	Approach is to negotiate on major applications where development outcomes are beneficial. This will result in lower performance where major application numbers remain relatively low.
NI157b Processing of minor applications within 8 weeks	93.69	65.00	G	91.87	65.00	G	
NI157c Processing of other applications within 8 weeks	99.12	80.00	G	96.34	80.00	G	
DCMD 001 % Planning appeals allowed against refusal decision	20.00	30.00	G	37.50	30.00	R	Further analysis of possible reasons for reduced performance and decision trends is underway.
Environmental Services							
NI 185 CO2 reductions from local authority operations (%)							Annual Indicator Data not due until March 2011.
NI 186 Per capita reduction in CO2 emissions in the LA area							Annual Indicator Data not due until March 2011.

Priority Service Indicators 2010/2011
April - September 2010

	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
NI 188 Planning to adapt to climate change (score)							Annual Indicator Data not due until March 2011.
ES 001 % of abandoned vehicles investigated in 24 hours	100.00	98.00	G	100.00	98.00	G	
ES 002% of abandoned vehicles removed within 24 hours	100.00	88.00	G	95.45	88.00	G	
Finance							
NI180 The number of changes of circumstances affecting HB/CTB entitlement processed within the year	?	23049.00	?				This indicator has been deleted from April 2010 and the data is no longer provided by DWP.
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.29	11.00	G	9.73	11.00	G	CMT Success The prioritisation of changes (BVPI 78b) by Capita has resulted in improvement of this indicator. The Service Assurance team will continue to monitor closely.
BV009 % Council Tax collected : EXCH001	30.06	24.68	G	58.44	49.40	G	
BV010 % NNDR collected : EXCH002	31.57	24.70	G	58.91	49.50	G	
BV078a Average time for new HB/CTB claims EXCH003	15.46	20.00	G	17.32	20.00	G	
BV078b Average time to process change in circumstances : EXCH004	11.46	13.00	G	8.23	13.00	G	CMT Success It was flagged by the Service Assurance team (contract management) with Capita that they had not met the target for 2 consecutive months and they were asked to give some priority to changes to address this. Improved performance is reflected both here and in NI 181.
BV079bi.05 % HB Recovered: Overpayment EXCH005	?	78.00	?	?	78.00	?	CMT Emerging Issue Ongoing software issues, still unable to report
BV079bii.05 % HB Recovered: including outstanding EXCH006	?	9.00	?	?	10.50	?	CMT Emerging Issue Ongoing software issues, still unable to report
BV079biii.05 % HB O'Pay: Written Off EXCH007	?	1.50	?	?	3.00	?	CMT Emerging Issue Ongoing software issues, still unable to report
FIN 001 % Invoices paid within 30 days	97.77	98.00	G	98.22	98.00	G	CMT Exception Target 99% amended retrospectively to 98% as agreed in Service Plan.

Priority Service Indicators 2010/2011
April - September 2010

	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
PSI FIN 002 % of local suppliers invoices paid within 14 days	?	100.00	?	?	100.00	?	CMT Exception It is not possible to run reports from Agresso until software has been upgraded to version 5.5.

Priority Service Indicators 2010/2011
April - September 2010

	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
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;							Annual indicator, next report due March 2011.
(b) Percentage dwellings occupied with a high energy efficiency rating							Annual indicator, next report due March 2011.
HS 001 Housing advice: repeat homelessness cases	1.00	2.00	G	1.00	3.00	G	
People & Improvement							
HR 012 Work days lost due to sickness	1.41	2.68	G	3.27	4.02	G	Sickness is broken down as 53% short term and 47% long-term. Slight increase in long-term sickness for same period last year.
Planning Policy & Estates							
NI159 Supply of ready to develop housing sites							Annual indicator, next report due March 2011.
NI170 Previously developed land that has been vacant or derelict for more than 5 years							Annual indicator, next report due March 2011.
PAHP 001 No of Conservation Areas	59.00	59.00	G	59.00	59.00	G	Targets will be reviewed and adjusted for 2010/11 as there has been a decision to reduce staff resources devoted to this work. (2010/11 budget - vacant Conservation Officer post deleted). Progress will therefore be slower than originally planned.
PAHP 002 % Conserv Areas with up to date Character Appraisals	45.76	47.48	A	47.46	50.48	A	Targets will be reviewed and adjusted for 2010/11 as there has been a decision to reduce staff resources devoted to this work. (2010/11 budget - vacant Conservation Officer post deleted). Progress will therefore be slower than originally planned.
PAHP 003 % of Conserv Areas with published Management Plans	94.92	77.97	G	77.97	81.36	A	Targets will be reviewed and adjusted for 2010/11 as there has been a decision to reduce staff resources devoted to this work. (2010/11 budget - vacant Conservation Officer post deleted). Progress will therefore be slower than originally planned

Priority Service Indicators 2010/2011
April - September 2010

	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
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							Annual indicator, next report due March 2011.
RH 001 Number of visits to Banbury Museum in person (per 1000 population)	369.23	374.64	A	765.37	763.69	G	CMT Success The volume of visitors using the Museum remains buoyant, following the very successful summer
RH 002 Number of pupils visiting Banbury Museum (per 1000 population)	772.00	600.00	G	1233.00	1100.00	G	CMT Success Schools usage of the Museum is currently exceeding the target. The demand is very strong over the winter period.
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)							Annual indicator, next report due March 2011.
Safer Communities , Urban & Rural Services							
NI032 Repeat incidents of domestic violence							Data not available from Thames Valley Police.
Cross-Service Indicator							
NI182 Satisfaction of business with LA regulation services	89.88	92.00	A	89.79	92.00	A	Satisfaction remains high. Continued effort required to improve response rates