

Priority Service Indicators 2011/2012

	Quarter Actual	Quarter Target	Quarter Performance	Quarter Actual	Quarter Target	Quarter Performance	Comment
A District of Opportunity							
NI 159 Supply of ready to develop housing sites							
NI 170 Previously developed land that has been vacant or derelict for more than 5 years							
NI 157a Processing of major applications within 13 weeks							
NI 157b Processing of minor applications within 8 weeks							
NI 157c Processing of other applications within 8 weeks							
% Planning appeals allowed against refusal decision							
Number of planning appeals							
NI 159 Supply of ready to develop housing sites							
% houses developed on previously developed land							
Contribute to the creation of 200 new jobs							
Prepare design, planning and conservation guidance documents to protect and enhance the built environment							
A Cleaner Greener Cherwell							
NI 186 Per capita reduction in CO2 emissions in the LA area							
NI 188 Planning to adapt to climate change (score)							
% of abandoned vehicles removed within 24 hours							
Inform all residents and businesses how to reduce carbon emissions							
NI 194i Emissions of NOx							

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NI 194ii % reduction of Nox emissions							
NI 194iii Emissions of PM10							
NI 194iv % Reduction in PM10 emissions							
% fly tipping removed in 48 hours							
Number of fly tipping incidents							
Number of fly tipping prosecutions							
Removal of fly tipping within 48 hours of reporting							
A Safe, Healthy and Thriving Community							
Number of risk based food premises inspections completed							
NI 182 Satisfaction of business with LA regulation services							
% Residents when asked say they feel safe at home							
% Residents when asked say they feel safe in town centres							
Delivery of Olympic Legacy actions and events leading to 2012 and beyond							
NI 015 Serious violent crime rate							
NI 020 Assault with injury crime rate							
NI 008 Increase participation in active recreation by 1%							

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An Accessible Value for Money Council							
BV009 % Council Tax collected							
BV010 % NNDR collected							
BV078a Average time for new HB/CTB claims							
BV078b Average time to process change in circumstances							
BV079bi.05 % HB Recovered: Overpayment							
BV079bii.05 % HB Recovered: including outstanding							
BV079biii.05 % HB O'Pay: Written Off							
% Invoices paid within 30 days							
Deliver a council tax increase in 2012/13 which is below inflation							
Increase income at joint use sports sites by 2.5%							
% Telephone calls abandoned compared to same period last year							
90% of complaints are resolved within Stage One							
95% of all complaints that are escalated to Stage Two are resolved							
Number of complaints escalated from Stage Three to the Ombudsman							
Produce a combined annual report of performance and finance in June 2011							
Increase the readership of Cherwell Link							
Develop a preventable contact measure							

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Car parking revenue							
% of buildings audited that are accessible							