

National Indicators 2008/2009 April - December 2008						
Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
<b>Customer Service &amp; ICT</b>						
NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Actual	29.35%	<b>G</b>	13.73%	<b>G</b>	This reporting has not yet settled in and some avoidable contact - especially missed bin reporting - is being recorded as value rather than avoidable contact. Staff training will rectify this but the figure is higher than 13.73%.
	Target	35.00%		35.00%		
<b>Development Control and Major Developments</b>						
NI 157: Processing of planning applications as measured against targets for "major" application types	Actual	76.92%	<b>A</b>	85.00%	<b>G</b>	<b>CMT Success</b> The planning improvement plan has ensured that a high level of performance is now sustainable with regard to major applications. This should be considered in the context of the Upper Heyford Inquiry and the impact that it had on the major developments team.
	Target	80.00%		80.00%		
NI 157: Processing of planning applications as measured against targets for "minor" application types	Actual	60.47%	<b>R</b>	59.01%	<b>R</b>	<b>CMT Exception</b> There has been a purge on applications that were out of time this has resulted in performance that is both below national standards and those set out in the service plan. However by the end of December 2008, the outstanding caseload across the team had been reduced by 30% meaning that improvement should be achieved for the final quarter of 2008/9.
	Target	85.00%		85.00%		
NI 157: Processing of planning applications as measured against targets for "other" application types	Actual	72.02%	<b>R</b>	71.01%	<b>R</b>	<b>CMT Exception</b> The backlog of applications is now a level that is consistent with high performance. The minor alterations in process have assisted in keeping performance at a level that has been achieved during the year so far despite clearing the majority of the out of date applications.
	Target	92.00%		92.00%		

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
<b>Environmental Services</b>						
NI 185: CO2 reductions from local authority operations	50		No Data (annual)		No Data (annual)	4% reduction looks to be on track. However data collected this year is base data.
	Target	2008 data to provide baseline		2008 data to provide baseline		
NI 188: Planning to adapt to climate change	Actual	SCORE = 0	<b>G</b>	SCORE = 0	<b>G</b>	This is a self assessment with a score of 0-4 (4 = highest). A score of 1 is expected by March 2009.
	Target	SCORE = 0		SCORE = 0		
NI 191: Residual household waste per household	Actual	260.55 kg/h'hold	<b>A</b>	386.63 kg/h'hold	<b>A</b>	The target is incorrectly profiled. An end of year performance of around 510kg/household is expected.
	Target	256.46 kg/h'hold		384.69 kg/h'hold		
NI 192: Household waste sent for reuse, recycling and composting	Actual	53.43%	<b>G</b>	51.22%	<b>G</b>	Year end recycling rate expected to be around 49.5% - 50%.
	Target	49.00%		49.00%		
NI 194: Levels of air quality - Reduction in NOx and primary PM10 emissions through local authority's estate and operations	Actual		No Data (annual)		No Data (annual)	
	Target	Baseline data in 2008		Baseline data in 2008		
NI 195(a): Improved street and environmental cleanliness - Litter	Actual	4%	<b>G</b>	4%	<b>G</b>	
	Target	6%		6%		
NI 195(b): Improved street and environmental cleanliness - Detritus	Actual	9%	<b>G</b>	10%	<b>G</b>	
	Target	11%		11%		

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
NI 195(c): Improved street and environmental cleanliness - Graffiti	Actual	1%	G	0%	G	
	Target	1%		1%		
NI 195(d): Improved street and environmental cleanliness - Fly Posting	Actual	0%	G	0%	G	
	Target	1%		1%		
NI 196: Improved street and environmental cleanliness - fly tipping	Actual	tipping down & enforcement up	G	3	R	This NI measures both fly tipping and enforcement actions. Fly tips are very slightly up 437 v 427 (in 2007/08). This is assessed as unchanged by this NI. Enforcement action good but less successful prosecutions this year than last. Hence the assessment of 3 rather than 1.
	Target	1		1		
<b>Exchequer</b>						
NI 180: The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	Actual	2172	G	4195	A	This is a new Government target. The target has been set using performance figures up to date. The target could alter after the collection of the years data. The complete data will give us a better understanding of the indicator
	Target	2100		4200		
NI 181: Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	Actual	12.8 days	G	13.48 days	A	This is a new Government target. The target has been set using performance figures up to date. The target could alter after the collection of the years data. The complete data will give us a better understanding of the indicator
	Target	12.86 days		12.86 days		
<b>Finance</b>						
NI 179: Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Actual	Report in October	G		No Report for Period	
	Target	£260k (full year)		£260k (full year)		
<b>Housing Services</b>						
NI 155: Number of affordable homes delivered	Actual	40	G	64	G	
	Target	40		58		

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
NI 156: Number of households living in temporary accommodation	Actual	104	G	77	G	
	Target	110		102		
NI 187: Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Actual		No Data (annual)		No Data (annual)	The United Sustainable Energy Agency will be appointed to undertake the postal survey of fuel poverty. This has been delayed due to procurement reasons. January 1 is the provisional date for the survey.
	Target					
<b>Planning and Affordable Housing Policy</b>						
NI 154: Net additional homes provided	Actual	164	R	368	R	Comparator of 681 for the year (170/171 per quarter) is based on expected supply from deliverable and developable sites from 2007 Annual Monitoring Report (revised projections are included in the 2008 AMR). The cumulative figure for the year so far reflects the impact that the credit crunch is having on housebuilding rates nationally. It also reflects delay on sites such as Bankside and former RAF Upper Heyford. However, 3rd quarter net additional housing completions were relatively high at 204 (provisional only as confirmed figures are agreed with OCC annually). This has resulted from development activity on a further two of the Council's non-statutory housing allocations (16 units completed at Arcott and 22 at Milton Road, Bloxham), a further 18 homes at Hanwell Fields, and the completion of 20 on a site identified in the Council's Urban Housing Potential Study 2005 (the former Sunlight Services Laundry at Bicester). Improved monitoring resources have also enabled 48 completions to be recorded against older planning permissions (i.e very small sites which have not recently been visited).
	Target	341		511		

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
NI 159: Supply of ready to develop housing sites	Actual		No Data (annual)		No Data (annual)	Not monitored on quarterly basis. Possible near term review of housing expectations may alter percentage.
	Target	rolling target of 100%		rolling target of 100%		
NI 170: Previously developed land that has been vacant or derelict for more than 5 years	Actual		No Data (annual)		No Data (annual)	Work required to establish baseline - to be ready for annual return
	Target	Low and reducing % based on baseline 2006		Low and reducing % based on baseline 2006		
<b>Recreation and Health</b>						
NI 8: Adult participation in sport and active recreation	Actual		No Data (annual)		No Data (annual)	This data is collected by Sport England via an annual Active People survey in Oct/ Nov with results available following Jan/ Feb. Delivered through CDC Recreation and Sports Development team working with Oxfordshire Sports Partnership, the Local Sports Network and other facility providers.
	Target	1% increase in participation		1% increase in participation		
NI 56: Obesity among primary school age children in Year 6	Actual		No Data (annual)		No Data (annual)	Data will be collected nationally and disseminated to the local PCT. To be reported at year end. CDC Health Strategy and Improvement Officer works closely with the PCT in delivery initiatives across the District.
	Target	Local targets have still to be set by PCT		Local targets have still to be set by PCT		
NI 110: Young People's participation in positive activities	Actual		No Data (annual)		No Data (annual)	Information not yet available. Monitoring will be done through the Oxfordshire Play Partnership of which CDC is an active member. The CDC Play and Young People Officer develops opportunities for young people to participate in positive activities.
	Target	Local targets have still to be set by County Partnership		Local targets have still to be set by County Partnership		

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
<b>Safer Communities and Community Development</b>						
NI 15: Serious violent crime rate	Actual	0.2	R	0.25	R	<b>CMT Exception</b> Actual crime has reduced by 33.3% (70 in 2006, 51 in 2007, 34 in 2008). Need to review baseline and target with Thames Valley Police.
	Target	0.12		0.18		
NI 16: Serious acquisitive crime rate	Actual	4.37	R	6.34	R	<b>CMT Exception</b> Thames Valley Police are projecting year end performance at 2 - 3% reduction against target of 5%. Performance to be reviewed by Overview and Scrutiny Committee.
	Target	2.04		3.06		
NI 20: Assault with less serious injury crime rate	Actual	3.29	A	4.74	A	Domestic incidents have increased by 13% whilst non-domestic have decreased by 14.6%. This reflects the increased confidence in reporting domestic abuse.
	Target	3.07		4.6		
NI 35: Building resilience to violent extremism	Actual		No Data (annual)		No Data (annual)	New multi-agency group now established to include the Council's Community Cohesion Champion.
	Target					
NI 184: Food establishments in the area which are broadly compliant with food hygiene law	Actual		No Data (annual)		No Data (annual)	No data available until Q4. Test reports being run on Uni-form to assess data quality.
	Target					
<b>Urban and Rural Services</b>						
NI 197: Improved local biodiversity - active management of local sites	Actual		No Data (annual)	Indicator Deleted	N/A	Indicator deleted. Revised guidance from Audit Commission states that "Defra has confirmed the Spatial Level is Single tier and county councils" therefore district councils are not expected to report directly into the EDC.
	Target					

Indicator Description		Quarter Two	Performance	Quarter Three	Performance	Comments
<b>Cross-Service Indicator</b>						
NI 182: Satisfaction of business with local authority regulation services	Actual		No Data		No Data	
	Target					

	Quarter One	Quarter Two	Quarter Three	
Green	8	9	10	31.25%
Amber	3	5	4	12.50%
Red	0	3	6	18.75%
No Data	4	3	1	3.13%
No Data (annual survey planned)	13	11	10	31.25%
No Target	0	0	0	0.00%
No Report for Period	0	1	1	3.13%
<b>Total This Period</b>	<b>28</b>	<b>32</b>	<b>32</b>	
<b>Overall NI Status</b>	<b>Red</b>	<b>Red</b>	<b>Red</b>	