

Priority Service Indicators 2009/2010 April - September 2009							
	Quarter One Actual	Quarter One Target	Quarter One Performance	Quarter Two Actual	Quarter Two Target	Quarter Two Performance	Comment
Business 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 (%)	20.00	60.00	R	30.00	60.00	R	CMT Exception The significant drop in major applications, makes it difficult to manage performance in this area. This has been made more difficult by the contentious nature of the applications considered in the year to date.
NI 157 Processing of "minor" application types (%)	78.43	65.00	G	82.27	65.00	G	CMT Success Performance is consistent and sustainable, despite challenging economic conditions and staff shortages. However there is some concern with regard to the diversion of registration staff to the canvass resulting in a registration backlog - This issue has been raised with CMT.
NI 157 Processing of "other" planning applications (%)	86.38	80.00	G	88.99	80.00	G	CMT Success Performance is consistent and sustainable, despite challenging economic conditions and staff shortages. However there is some concern with regard to the diversion of registration staff to the canvass resulting in a registration backlog - This issue has been raised with CMT.
DCMD 001 % of appeals against refusal upheld	45.45	30.00	R	38.89	30.00	R	CMT Emerging Issue The Council is currently receiving fewer appeals due to the economic climate as such performance is to a degree skewed. However analysis underway indicates Highway and Conservation reasons for refusal need to be examined in greater detail with regard to robustness.
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	94.92	97.00	A	97.52	97.00	G	
ES 002% of abandoned vehicles removed within 24 hours	85.71	86.00	A	90.32	86.00	G	
Exchequer							
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	4653	4621	G	7104	6571	G	
NI 181 Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	14.28	15.00	G	18.26	15.00	R	CMT Exception Significant improvement in September which is set to continue. November will have many changes due to child benefit and capital changes which will help bring the actual nearer to target.
EXCH 001 % of Council Tax collected	29.91	24.63	G	58.52	49.26	G	Collection continues to be down on last year although it does show some signs of picking up. This year because of the recession, instalment plans have been extended until March which may have some effect. However, this will not be seen until February/March 2010.
EXCH 002 % of NDR collected	30.98	24.75	G	59.20	49.50	G	
EXCH 003 Average time to process new HB/CTB claims	44.44	31.00	R	42.31	31.00	R	CMT Success Year to date figure doesn't reflect the month on month improvement. September was 27.8 days and performance should continue to improve as we remain up to date. However we now need to start to issue interventions which will generate more work and more overpayments.

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EXCH 004 Average time to process change in circumstances	12.74	13.00	A	14.74	13.00	R	CMT Success As with new claims, year to date doesn't reflect the performance of September which was 10.92 days. New claims have taken a priority but all work is now much more up to date.
EXCH 005 % of HB overpayments recovered	68.46	77.50	R	60.46	77.50	R	CMT Exception Overpayments raised in the last quarter were significantly higher than the first quarter due to the catch up exercise of outstanding post. This has made the recovery of overpayments in the year become disproportionate to the recovery of overpayment including brought forward.
EXCH 006 % of HB overpayments recovered including outstanding	13.44	9.00	G	21.53	18.00	G	
EXCH 007 % of HB overpayments written off	0.67	1.00	R	3.35	2.00	R	CMT Exception Difficult to profile the target for write offs so target and actual are difficult to get into sync. We will continue to monitor against target.
Finance							
FIN 001 % of invoices paid on time	98.66	99.00	A	98.58	99.00	A	
Human Resources							
HR 012 Work days lost due to sickness	1.37	2.01	G	3.13	4.02	G	

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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	46.55	46.55	G	43.10	46.55	A	There has been some slippage owing to one appraisal taking longer than expected. It is, however, expected that the annual conservation area appraisal target of 11 during 09/10 will be met.
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	442.36	432.00	G	884.17	892.00	A	CMT Exception There was a slight dip in September. This is probably a reflection of the fine September weather and the public choosing outdoor attractions.
RH 002 Number of pupils visiting museums	980.00	750.00	G	1441.00	1400.00	G	

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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 (%)	92	91	G	91	91	G	

Number Green and Amber Percentage

18
72.00%

Overall Status

Red

Green	15
Amber	3
Red	7
No Data	0
Total	25

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Annual Quarterly	13 0						
Total expected	39						
Missing Data	1						