

## Housing that meets your needs - KPI's 2024-2025

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	YTD Actual	YTD Target	YTD R.A.G
BP1.2.01 Number of Homeless Households living in Temporary Accommodation (TA)	Cllr N Cotter	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Nicola Riley</li> </ul>	Smaller Is Better	77	45	▲	74	45	▲
<p><b>Commentary</b>                      There were 77 households living in temporary accommodation at the end of quarter 3. The numbers within temporary accommodation therefore remain high and in excess of the target number. The composition of those living in temporary accommodation remains similar to the previous quarter. At the end of Q3, there were 80 children in temporary accommodation (48 under the age of 10 and 32 over the age of 10).                      This is a trend being observed nationally, target for this KPI will be reviewed for the new financial year to ensure it reflects the current local and national context whilst remaining ambitious.</p>									
BP1.2.04 No of affordable homes delivered	Cllr N Cotter	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Nicola Riley</li> </ul>	Bigger Is Better	38	50	▲	192	150	★
<p><b>Commentary</b>                      The 38 affordable homes delivered this quarter brings the total for the year to 192, ahead of the YTD target of 150. Of the 38 homes, 15 were Social Rent homes, 13 Affordable Rent, 7 were Shared Ownership and 3 were Discount Market Sale.</p>									
BP1.2.05 % of Homelessness cases successfully prevented rather than relief/main duty being applied	Cllr N Cotter	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Richard Smith</li> </ul>	Bigger Is Better	63.00%	60.00%	★	68.33%	60.00%	★
<p><b>Commentary</b>                      At the end of Q3 we had successfully prevented homelessness in 62 cases. A slight decrease on the previous quarter which was recorded at 64% (67 cases). 20 of these cases were made final offers to the private rented sector.</p>									

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	YTD Actual	YTD Target	YTD R.A.G
BP1.2.06 Average time taken to process Housing Benefit New Claims and council tax reduction (Days)	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Smaller Is Better	11	18	★	12	18	★
<b>Commentary</b> We continue to monitor the performance in this area									
BP1.2.07 Average time taken to process Housing Benefit Change Events & council tax reduction (Days)	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Smaller Is Better	2	8	★	3	8	★
<b>Commentary</b> We continue to monitor the performance in this area									
BP1.2.08 % of Major Planning Applications determined to National Indicator	Cllr J Conway	<ul style="list-style-type: none"> <li>■ David Peckford</li> <li>■ Ian Boll</li> </ul>	Bigger Is Better	100.0%	60.0%	★	86.0%	60.0%	★
<b>Commentary</b> 17 Major Planning Applications were determined during Q3 2024/25, all (100%) of which were determined within the National Indicator target or agreed timeframe.									
BP1.2.09 % of Non-Major Planning Applications determined to National Indicator	Cllr J Conway	<ul style="list-style-type: none"> <li>■ David Peckford</li> <li>■ Ian Boll</li> </ul>	Bigger Is Better	89.6%	70.0%	★	86.7%	70.0%	★
<b>Commentary</b> 231 Non-Major Planning Applications were determined during Q3 2024/25, 207 of them within National Indicator target or agreed timeframe.									

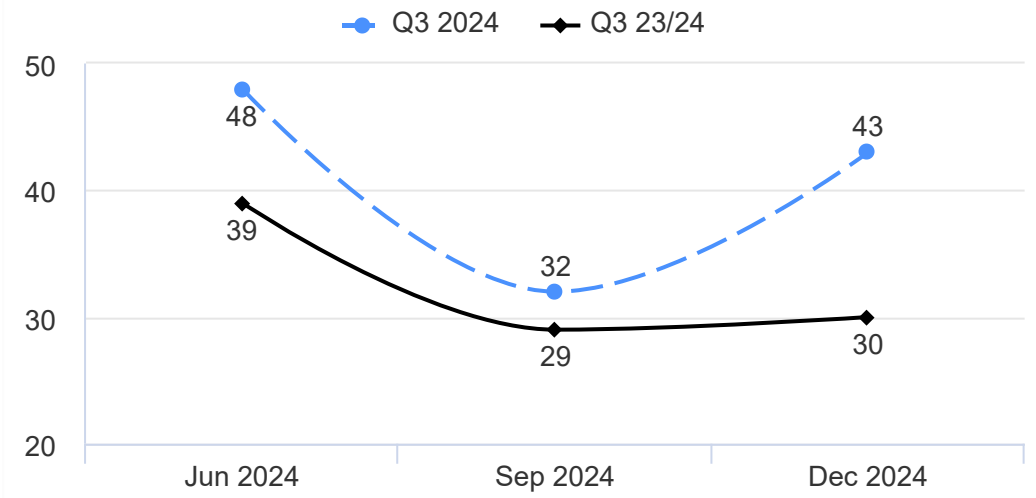
Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	YTD Actual	YTD Target	YTD R.A.G
BP1.2.10 % of Major Applications overturned at appeal	Cllr J Conway	<ul style="list-style-type: none"> <li>■ David Peckford</li> <li>■ Ian Boll</li> </ul>	Smaller Is Better	0.0%	10.0%	★	11.0%	10.0%	●
<p><b>Commentary</b>  No Major Planning Application decisions were overturned at Appeal by the Planning Inspectorate during Q3 2024/25. The national target is that no more than 10% of the Council's decisions on major planning applications should be overturned at appeal. There were no overturns during Q3. The YTD is 11% (amber). As previously reported the return for Q1 was 18.8% as three decisions out of 16 were overturned at appeal. The Q2 return was 14.3% (2 out of 14 decisions). This emphasises the importance of planning decisions to be as robust and defensible as possible. It is recognised that a small number of appeal decisions can significantly affect the return and matters of planning judgement can be finely balanced. Nevertheless, the Development Management team is working to ensure that overturns at appeal are as low as possible and will continue to liaise closely with the Portfolio Holder for Planning and Development Management and the Chair of Planning Committee</p>									
BP1.2.11 % of Non-Major Applications overturned at appeal	Cllr J Conway	<ul style="list-style-type: none"> <li>■ David Peckford</li> <li>■ Ian Boll</li> </ul>	Smaller Is Better	2.2%	10.0%	★	1.4%	10.0%	★
<p><b>Commentary</b>  5 (2.16%) of Non-Major Planning Application decisions were overturned at Appeal by the Planning Inspectorate during Q3 2024/25, from a total of 231 applications processed during the quarter.</p>									
BP1.2.12 Average time taken for new applications to be responded to within 15 working days	Cllr N Cotter	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Richard Smith</li> </ul>	Smaller Is Better	8	15	★	10	15	★
<p><b>Commentary</b>  An average of 8 working days to respond to new housing register applications</p>									
BP1.2.14 % of BC full plans assessed within 5 weeks (or longer with applicant's agreement)	Cllr J Conway	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Tony Brummell</li> </ul>	Bigger Is Better	87.50%	95.00%	●	90.80%	95.00%	●
<p><b>Commentary</b>  The quarterly figures to date have been Q1 73/79 within target = 92.4%   Q2 62/67 within target = 92.5%   Q3 56/64 slightly behind target = 87.5%, reporting year to date at 191/210 - 90.8%, around 4% behind target. The under performance has been recognised, and resource reconfigured so recovery of performance is prioritised. Where in individual instances we have failed to achieve the 25 per day (or with agreed extension) target time, we have negotiated outcomes such that no work has started on site that is not compliant. The resource to achieve the target will continue to be prioritised over other activities</p>									

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

BP1.2.03 Homes improved through enforcement action

Another busy quarter for the Housing Standards Team, with 43 homes improved following formal or substantial informal enforcement action. Of those 43 cases, 11 (25.5%) related to damp and mould.

Commentary



Supporting environmental sustainability - KPIs 2024-2025

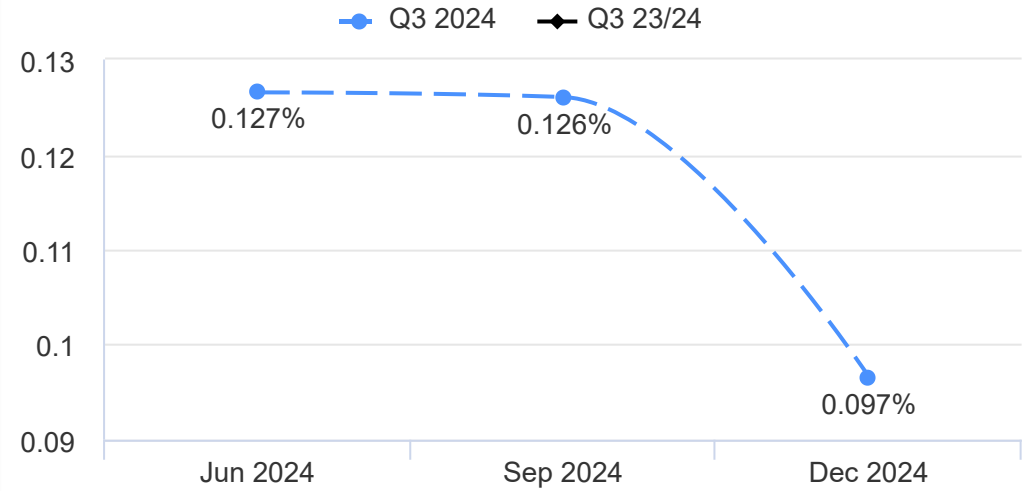
Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	YTD Actual	YTD Target	YTD R.A.G
BP2.2.01 % Waste Recycled & Composted	Cllr I Middleton	<ul style="list-style-type: none"> <li>▪ Ed Potter</li> <li>▪ Ian Boll</li> </ul>	Bigger Is Better	49.16%	54.00%	●	53.22%	54.00%	★
<p><b>Commentary</b> The recycling % is down by 2.1% compared to last year due to over 1,000 tonnes less of compostable waste.</p>									
BP2.2.03 % of Climate Action Plan delivering to target	Cllr D Hingley	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Jo Miskin</li> </ul>	Bigger Is Better	66.67%	66.00%	★	63.24%	66.00%	★
<p><b>Commentary</b> In the Q3, out of total 126 Climate Actions, 107 actions were On-going, 15 actions were On-hold, and 4 actions were got Completed. The actions were further marked as per their RAG ratings for Q3, and out of total 126 Climate Actions, 84 actions were in Green, 27 were in Amber and 15 actions were in Red. In this quarter, we've submitted the PSDS 4 bid for four CDC buildings including Leisure Centres. We have evaluated the Local Area Energy Planning (LAEP) tenders alongside with OCC and other neighbouring Local Authorities and OCC has now awarded the contract to the successful bidder. We'll be having Mobilisation meeting with the LAEP consultant in early January and set the agenda for upcoming works in the Phase 1 of the LAEP programme. We've published the light touch revised Climate Action Plan (CAP) and will be taking this to CLT in the next quarter. We're now reviewing the draft of the Solar Strategy. This quarter the Climate Action Team managed to have a Sustainable Business Development Officer on Secondment who will be focusing on Business emissions.</p>									

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

BP2.2.04 % of missed waste containers

% of missed bins in this quarter is 0.097% compared to 0.11% in the previous quarter.

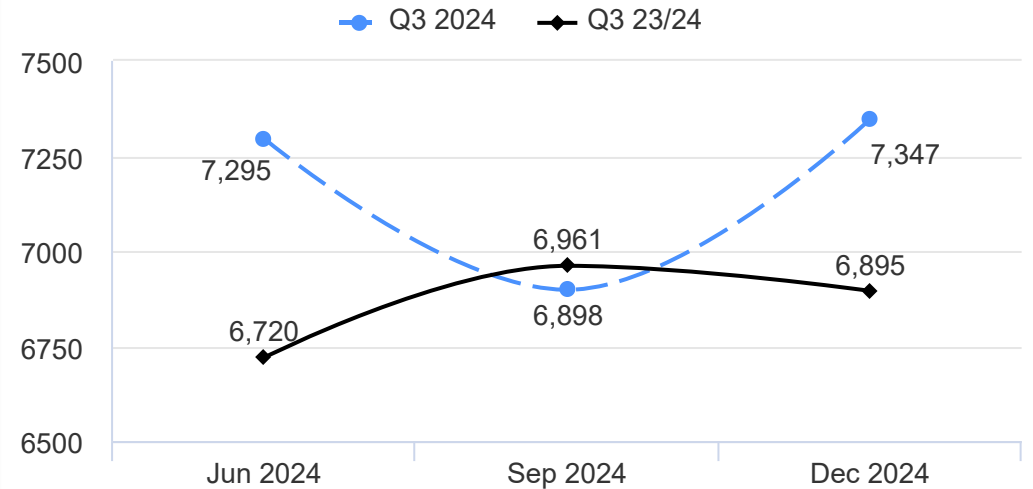
Commentary



BP2.2.01d Tonnes residual household waste collected

Residual waste has grown by over 500 tonnes YTD due to housing growth.

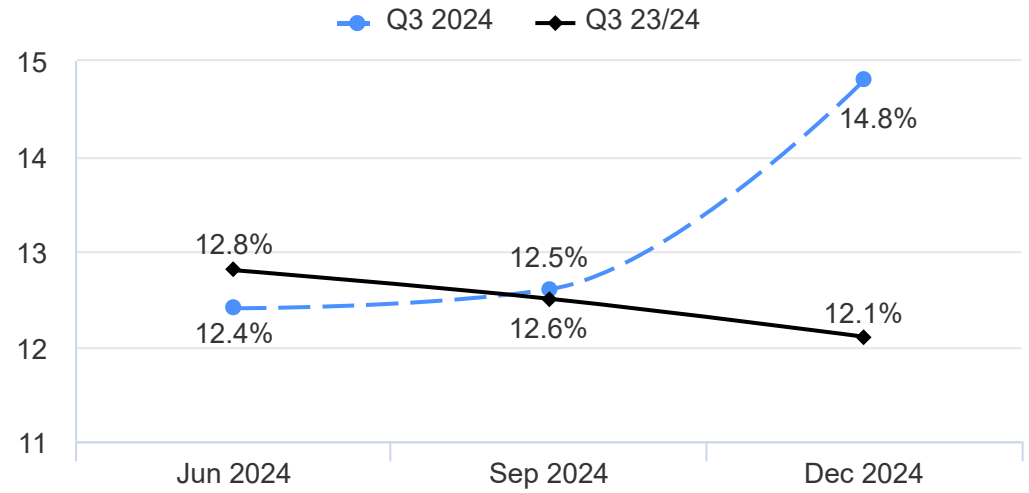
Commentary



### BP2.2.07 % of Recycling Contamination rate

#### Commentary

Contamination is up by 2.5% YTD compared to last year. This is due to a different testing system because of a fire at the processing facility which has meant the material testing is an average of the facility not just CDC recycling. The testing of recycling will return to normal in the next quarter.



An enterprising economy with strong and vibrant local centres - KPIs 2024-2025

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G
BP3.2.01 % of Council Tax collected, increase Council Tax Base	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Bigger Is Better	83.45%	82.00%	★
BP3.2.02 % of Business Rates collected, increasing NNDR Base	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Bigger Is Better	85.41%	86.00%	★

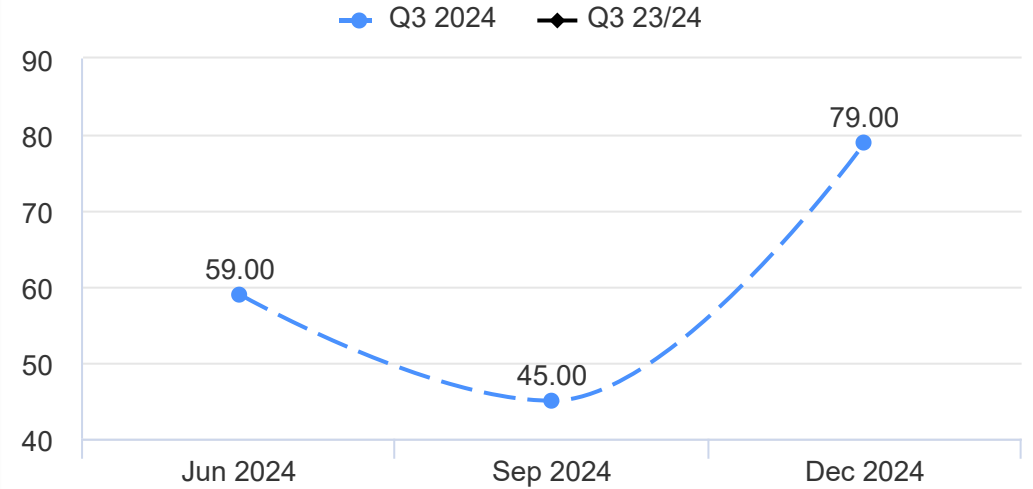


Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

**BP3.2.04 No. of businesses engaged through UKSPF and REPF funded programmes**

79 businesses were engaged, benefitting from \* 143 hours of business support for start-up businesses \*306 hours of support for growing businesses \*Free Green Skills courses \*Small grants for businesses based in rural Cherwell

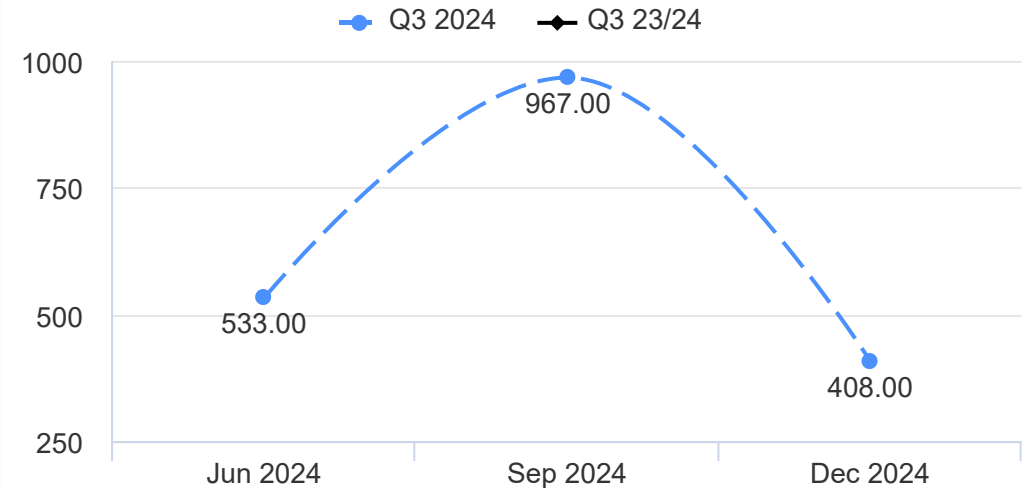
Commentary



**BP3.2.05 No. of residents engaged through UKSPF and REPF funded programmes**

408 residents were engaged, benefitting from \* Free Green Skills course \* Employability support sessions \* Enterprise activity in secondary schools in partnership with Young Enterprise \* A community workshop programme \* Widened participation in cultural activities and attendances at performances at a theatre and arts centre \* Widened access to an existing community garden through new events to bring communities together.

Commentary



Healthy, resilient and engaged communities - KPIs 2024-2025

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	YTD Actual	YTD Target	YTD R.A.G
BP4.2.04 % of due food hygiene inspections of premises rated A-D completed	Cllr R Parkinson	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Tim Hughes</li> </ul>	Bigger Is Better	97.44%	95.00%	★	97.74%	95.00%	★

**Commentary**

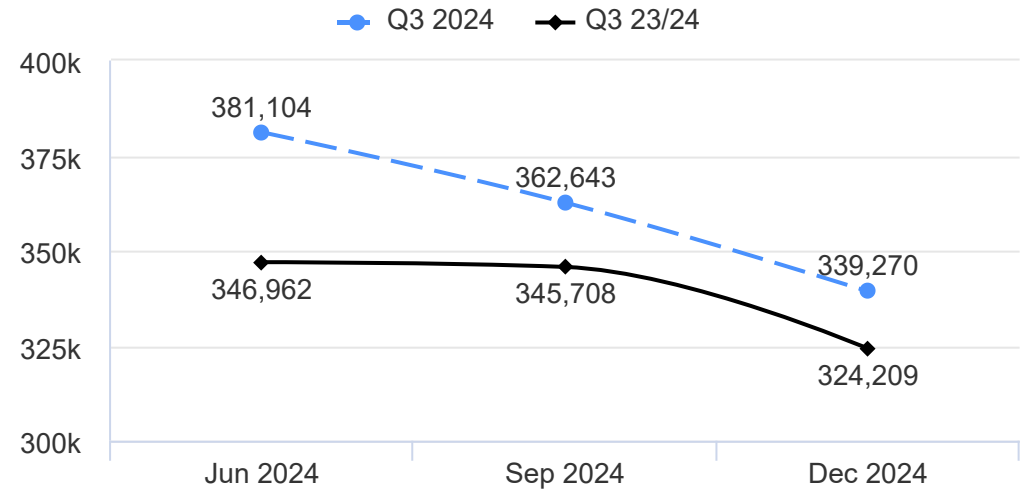
Statutory Food Program still on track to be completed, 4 overdue will be picked up early January 2025, very low number can be picked up with normal program.

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

**BP4.2.01 Number of Visits/Usage of all Leisure Facilities within the District**

Usage figures for the quarter have increased by circa 15,000 visits to the leisure facilities across the same period last year. Generally the rise in visits were attributable to Bicester Leisure Centre and Spiceball Leisure Centre who grew by circa 13,000 visits and 4,000 visits respectively

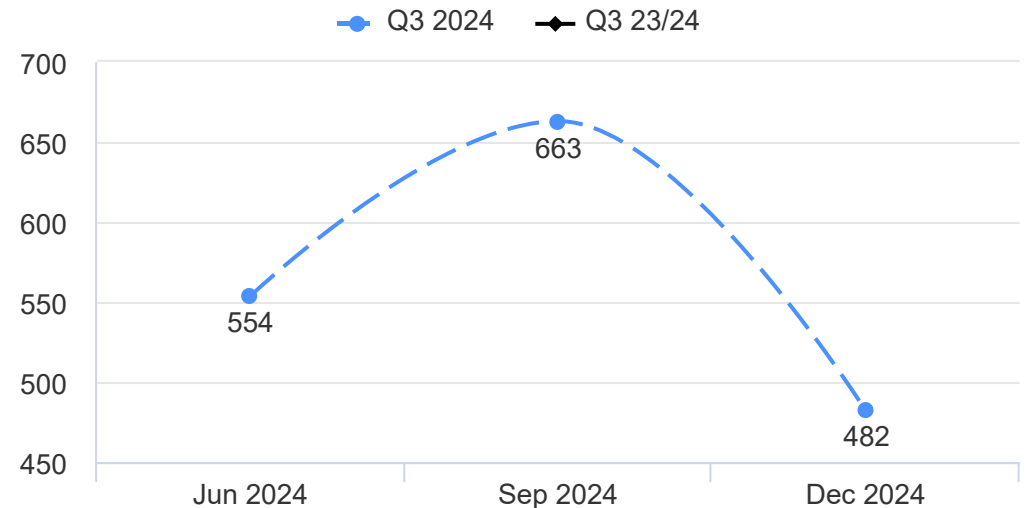
Commentary



**BP4.2.02 Residents who have taken part in programmes contributing to improving health inequalities**

Highly successful quarter with a large number of participants joining Move Together and You Move health prevention programmes. You Move have had 264 participants register in the quarter with 3257 participants on the programme in total. Outcomes report showed that 56% of adult participants on the programme have increased their activity levels and 48% for children. On average adults have increased activity levels by 74 minutes a week with children increasing by 148 minutes a week. Move Together saw 218 adults sign up with 3012 having benefitted and been through the Move Together programme. Outcomes report shows that Participants on the programme have recorded 51% GP appointments since being on the programme around 4.5 GP appointments saved per participant on Move Together. 64% of participants increased their activity levels on average by 4700 steps a day per participant along with 23% fewer falls from being on Move Together.

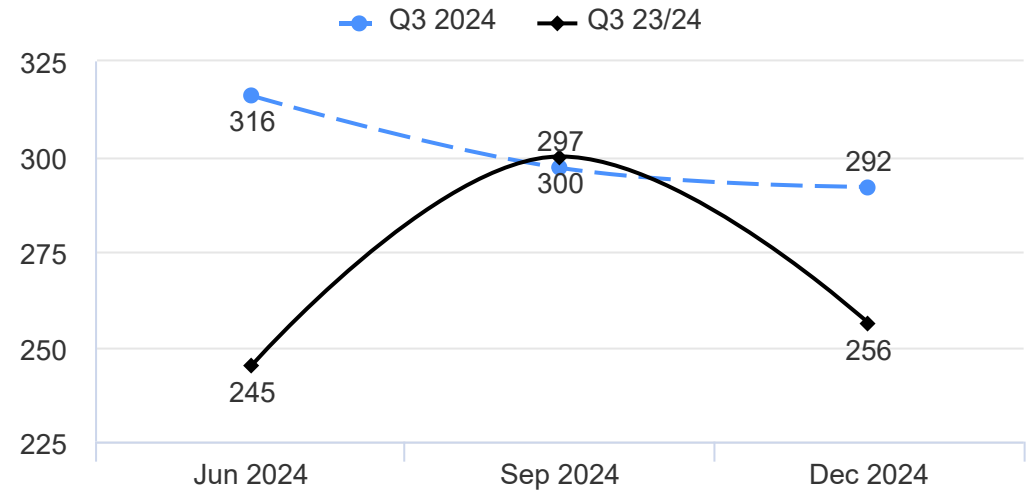
Commentary



### BP4.2.05 Number of Illegal Fly Tips

This is an increase of 36 on the same period in 2023. Of the 292 reports received 236 were investigated.

Commentary

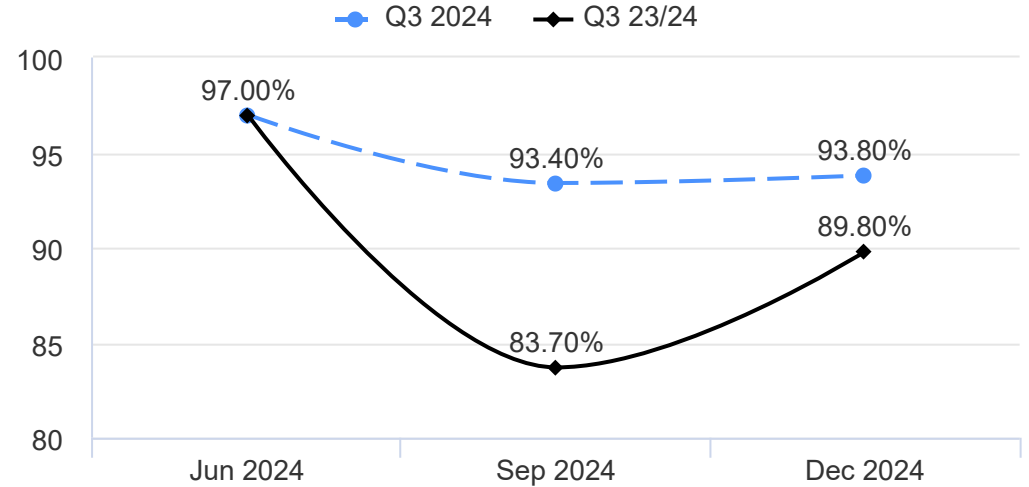


Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

BP5.1.02 Non-ringfenced reserves as percentage of service spend

This quarter shows a 0.4% increase compared to the previous quarter, primarily due to the 522k contribution to the interest rate equalisation reserve made during the quarter.

Commentary



BP5.1.07 Number of upheld complaints

There were overall 10 upheld complaints (seven less than last quarter) comprising of: Waste (4), Business Rates (1), Finance (1), Community Safety(1), Environmental Services (3). However, the register for this quarter also have, three Development Planning complaints still open (one of which is overdue), and one Housing with its deadline extended.

Commentary

