




# Appendix 2 – Monthly Performance Report

## November 2018

Includes:

- Joint Programme Measures
- Joint Key Performance Measures (KPIs)

Key to symbols

Colour	Symbol	Meaning for Joint Business Plan Measures	Meaning for Joint Key Performance Measures (KPIs)
Red		Significantly behind schedule	Worse than target by more than 10%.
Amber		Slightly behind schedule	Worse than target by up to 10%.
Green		Delivering to plan / Ahead of target	Delivering to target or ahead of it.

**Joint Programme Measures -Protected, Green and Clean**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP1.1.1 Maintain High Quality Waste &amp; Recycling Services</b>	Cllr D Bambridge Cllr D Pickford	Kane, Graeme Potter, Ed	On line booking for bulky waste exists for both Councils. A few operational teething problems to overcome but a service improvement to the customer	Christmas collections with Tuesday 25th & 1st Jan and Wednesday 26th Dec disrupted. Customers made aware with catch ups on Mon 24 & Mon 31 Dec and one Saturday	★	Generally on track - recycling numbers a little behind because of lower garden waste tonnages over the year to date	★
<b>JBP1.1.2 Provide High Quality Street Cleansing Services</b>	Cllr D Bambridge Cllr D Pickford	Kane, Graeme Potter, Ed	Neighbourhood blitz programme delivered in CDC. In SNC looking at on street recycling trials	Programme for Staff Training being developed. With training in February/March covering a range of issues	★	All on track. Standards generally very good and the busy leaf fall season went well.	★
<b>JBP1.1.3 Tackle Environmental Crime</b>	Cllr D Bambridge Cllr D Pickford	Kane, Graeme Potter, Ed	Continued development of plan for reducing fly tipping	Help raise awareness, plan to be involved with Street Cleansing training to raise staff awareness further	★	Fly tipping for October 18 & November 18 slightly down on the corresponding months in 2017. But overall in the year to date still up in CDC and unchanged in SNC	★
<b>JBP1.1.4 Reduce Our Carbon Footprint and Protect the Natural Environment</b>	Cllr D Bambridge Cllr D Pickford	Carr, Jane Riley, Nicola Webb, Richard	Geospatial Insight Limited are finalising the review of the work on the Bicester Air Quality Demonstration Project which took place in October. This review will be utilised in future reviews of air quality management plans.	The success of the Bicester Air Quality Demonstration Project will be reviewed and evaluated to see if the work should be continued.  A briefing note on air quality in the Towcester AQMA (Air Quality Management Areas) will be taken to the February Scrutiny Committee. A comparison of the data before and during the road closure through Towcester has been requested.	★	A preliminary review of the data collected as part of the Bicester Air Quality Demonstration Project showed that levels from the fixed sensor that had been located within the AQMA were in line with the monitoring undertaken by Environmental Protection. The data collected from mobile sensors located within and outside a vehicle that undertook three separate trips at different times of the day to reflect peak and off-peak travel times and school drop-off and pick up times has shown that pollution levels inside the vehicle on short urban journeys were twice as high, on hourly average, as the outdoor pollution levels. Further analysis of the data collected is to be undertaken in January.	★
<b>JBP1.1.5 Mitigate the Effects of HS2</b>	Cllr C Clarke Cllr S Clarke	Feehily, Paul Newton, Jim	Schedule 17 Requests for approval of details for Chipping Warden Relief Rd - approved.	Next project planning meeting in early January.	★	Overall Hs2 project design phase extended to June 2019. Discussions with contractors on designs for Edgcote and Lower Thorpe viaducts (Key Design elements) expected to start in Quarter 1 2019, also on 'common' design elements for over bridges and noise barriers to continue. Planning Forum meeting held on 22 November.	★

**Joint Programme Measures -Protected, Green and Clean**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP1.1.6 Maintain the District as a Low Crime Area</b>	Cllr A McHugh Cllr K Cooper	Carr, Jane Kane, Graeme Riley, Nicola Webb, Richard	All new applicants for taxi licences at both CDC and SNC have undergone mandatory safeguarding awareness training before being issued with a licence	To continue to ensure that all new applicants for taxi licences at CDC and SNC undergo the mandatory safeguarding awareness training before being issued with a licence	★	<p>See It, Report It (SIRI) referrals from staff have increased in the last 12 months which is likely down to particular focus around training and raising awareness to staff in the last 6 months. This is a positive step ensuring that we are meeting our statutory duty around our safeguarding responsibilities to both children and adults. In October we conducted an internal audit of our Section 11 Children Safeguarding to ensure we are on track. This was presented at the Overview and Scrutiny Panel on the 21 November 2018.</p> <p>South Northants area remains a safe place in comparison to other Northamptonshire areas and also in comparison to the Home Office Most Similar Group areas. As previously reported the current year 2018/19 is showing an increase in reported crime although this is largely due to an increase in crime over the summer periods and is a trend seen nationally</p> <p>Burglary remains a top priority for Community Safety Partners, with a particular focus on crime occurring in the rural areas of the District. Alongside this is public order and violent crime, which includes Domestic Incidents and sexual offences some of which are related to Domestic Abuse offences. The increase in Domestic Abuse reporting corresponds to proactive work raising awareness of domestic abuse and therefore encouraging reporting.</p> <p>A multi-agency Organised Crime Action Plan was agreed at the November Partnership meeting and this plan will be reviewed quarterly.</p> <p>In Cherwell we have seen a reduction in reported burglaries following a multi-agency operation in early Autumn 2018, this work will continue throughout the winter period.</p> <p>Crimes relating to organised crime and drug related offences is the current priority for Community Safety Partners in Cherwell.</p> <p>There has been a number of proactive engagement events focused around young people over the last few months.</p> <p>We will continue to assess and review the mandatory safeguarding awareness training to ensure that it is still fit for purpose. All new applicants for taxi licences will still be required to undertake the training ahead of being issued with a licence</p>	★

**Joint Programme Measures -Protected, Green and Clean**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP1.1.7 Protect the Built Heritage</b>	Cllr C Clarke Cllr R Clarke	Feehily, Paul Newton, Jim	SNC- Research for Hackleton village on suitability for conservation area reviews. - Committee agreed not to designate in December 2018. On-going input to major development sites - this is ongoing. On-going input to strategic infrastructure projects including HS2 and Strategic Rail Freight Interchange proposals (SRF1) - this is ongoing.	Begin research on the suitability (or not) for the following villages as conservation areas by March 2019: Shutlanger, Whittlebury, Helmdon, Syresham, Horton, and Wappenham  On-going input to major development sites and strategic infrastructure projects	★	Delivering to Plan. All conservation area appraisals well received by Committee	★

**Joint Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP2.1.1 Provide &amp; Support Health &amp; Wellbeing</b>	Cllr A McHugh Cllr C Clarke Cllr K Cooper Cllr T Ilott	Carr, Jane Feehily, Paul Riley, Nicola Rowe, Rosie	'Good Neighbour' and healthy placemaking initiatives promoted at Cherwell Parish Liaison and SNC Parish Forum meetings. CDC - Further development of Social prescribing scheme with health & 3rd sector partners.	CDC Development of monitoring and evaluation framework for Social prescribing. CDC & SNC Develop publicity & promotion plan for Wellbeing Activity maps	★	-Final session of cookery skills training in Bicester undertaken with the Food Bank and Tesco prior to Christmas break. -206 sixth formers from Bicester Schools attended a half day workshop on mental health and wellbeing to promote their resilience -Volunteers are meeting with Sports & Leisure services to establish a Junior Park Run at Whiteland Sports Village Bicester's outdoor gym equipment and health routes have now been digitised so that people can record their use -Review meeting held to gather the learning from Air Quality project – this has fed into CDC's Air Quality Action Plan	★
<b>JBP2.1.2 Provide enhanced leisure facilities</b>	Cllr G Reynolds Cllr K Cooper	Carr, Jane Didcock, Liam	Completion of the Brackley Leisure Centre re-development - opened on Monday 12th November.	Works to commence in December 2018 to transform the Gym Facilities at Spiceball Leisure Centre, Bicester Leisure Centre and Kidlington and Gosford Leisure Centre.	★	The re-development works at Brackley Leisure Centre were completed on Sunday 11th November with the new swimming pools opening to the public on Monday 12th November. On 30th November Parkwood Leisure handed back the old Brackley Swimming Pool to the Council after its closure on Sunday 11th November - currently discussions ongoing with Northants County Council about the future of the site.  The gym facilities within Cherwell are to be transformed with new equipment/layouts across the 3 Centres at Spiceball, Bicester and Kidlington and Gosford Leisure Centres - work to commence and be completed in December.	★
<b>JBP2.1.3 Provide support to the voluntary sector</b>	Cllr A McHugh Cllr K Cooper	Carr, Jane Riley, Nicola	Cherwell Parish Liaison meeting held (70+ attendees). SNC Parish Clerk Forum held (25+ attendees). Consultation launched on broadening of the SNC grants scheme. CDC - Nicodemus specialist youth mentoring launched Cherwell volunteer awards event -Age Friendly Banbury pop up consultation event - Castle Quay Banbury 6 Connecting Community Events delivered across both districts - Theme Preparing for Winter.	Analyse results of SNC community grants consultation and draft cabinet report with recommendations for revised grant scheme.  CDC Social prescribing - Assist Citizens Advice North Oxfordshire & South Northamptonshire (CANOSN) to develop engagement plan for 3rd sector delivery partners. Preparation for Winter Wishes Brighter Futures consultation event Christmas school holiday period planning Planning for New Year Wishes consultation event in Grimsbury.	★	SNC - Revised SNC grant scheme anticipated Cabinet decision February 2019. Anticipated launch of Social prescribing January 2019. CDC - Nicodemus Specialist youth mentoring & community partners training – A brighter Futures initiative working in partnership with OCC and Thames Valley Police to identify year 7 students who are at risk of becoming involved in gangs or making wrong choices and becoming vulnerable to county line issues and offer them 121 mentoring (All Banbury secondary schools can refer students). In addition community partners and groups are invited to attend a workshop delivered by Nicodemus to cover the following areas providing tools and practical activities that will support and empower the community in their work: - A Guideline to Gang Interventions and Prevention - Assessing Gang Threat to Community  Cherwell Volunteer awards – The event took place on the 13 of November to celebrate volunteering across the district and identify those people who contribute to great causes and make such a difference. (60 people attended)  - Age Friendly Banbury – The big lottery visited Banbury on the 19 of November to assess the phase 2 bid for funding to deliver the initiatives action plan in the future. A pop up consultation event ran to showcase the partnerships involved in our aspiration to make Banbury Age Friendly and to continue to consult with our residents.	★

**Joint Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP2.1.4 Enhance community resilience as part of emergency planning</b>	Cllr A McHugh Cllr D Bambridge	Carr, Jane Kane, Graeme Riley, Nicola Webb, Richard	Services have reviewed and refreshed their business continuity plans following the business continuity workshops held in the summer. These refreshed plans are now being reviewed by the Business Continuity Steering group to ensure they are robust and consistent.	Progress report on the business continuity improvement programme will be taken management team in December and will propose a revised business continuity policy and strategy for approval. An audit of progress of the 2017 business continuity internal audit commenced.	★	In order to ensure we have robust emergency plans and relationships with key partners, we have recently: Chaired the last meeting of the Inter Agency Group to plan for events at Silverstone in 2019; engaged with Parish Councils on their local emergency plans together with Oxfordshire County Council; taken part in regional and national exercises, conferences and training with key partners. This has included learning from those agencies involved in major terrorist and weather related incidents in recent years including Manchester, Salisbury, Lancaster and London.	★
<b>JBP2.1.5 Prevent Homelessness</b>	Cllr J Donaldson Cllr K Cooper	Carr, Jane Douglas, Gillian	164 homelessness cases were opened at CDC in November meaning a rise in caseloads. Temporary accommodation numbers held below 30 due to prevention work and rehousing through the housing register.  In Sth Northants we have had a rise in the number of properties coming through from registered providers which has increased our ability to prevent homelessness and rehouse households quickly. This is also reflect in the very low number of households in temporary accommodation	At CDC we are in the process of recruiting a triage officer to help manage frontline demand.  We have also commissioned mystery shopping exercises at both councils to identify actions for improvement.  These will happen between January and June 2019 and provide us with the customer perspective on service access and quality.	★	We are continuing to see a rise in approaches since the introduction of the Homelessness Reduction Act (April 2018).	★

**Joint Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP2.1.6 Safeguard the vulnerable</b>	Cllr A McHugh Cllr K Cooper	Carr, Jane Riley, Nicola	Universal Credit Full Service has now been introduced in the South Northants district. A project team was established to ensure that support is given to residents and landlords impacted by this change. We also continue to monitor the impact of UC for our Cherwell residents	A Universal Credit awareness/update training session will be arranged for the new year for all staff and colleagues in the Councils such as housing  The Revenues and Benefits team are also currently working on the introduction of a customer portal to enable residents to see online their Council tax, NDR and Benefit accounts and letters which will also improve the customer service offered.	★	The Benefits team continue to monitor the average time taken to assess both new claims for Housing Benefit and Council tax Reduction. The team are also seeking new ways of working to improve the service such as the introduction of automation.	★

**Joint Programme Measures - Thriving Communities & Wellbeing**

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP2.1.7 Deliver affordable housing and work with private sector landlords</b>	Cllr C Clarke Cllr J Donaldson Cllr K Cooper Cllr R Clarke	Carr, Jane Douglas, Gillian	<p>4 landlord grants delivered. Affordable housing (AF) delivery in November :</p> <p>CDC- Affordable rented (AR): There were 10 new Affordable Rent completions during November see commentary for breakdown. We are expecting 587 completions in 18/19 against a target of 400.</p> <p>SNC - There were 38 new AH completions during November (28 affordable rent AR, 10 shared ownership SO) see commentary for breakdown. This brings the total for 18/19 to date to 136 and are on track to meet the target of 173.</p>	<p>We expect a seasonal slowdown in affordable housing completions in December due to holidays and developers' focus on completion of market sale homes before Christmas.</p> <p>Delivery picks up again in January so we do not expect</p>	★	<p>Affordable housing pipeline is on target in SNC and above target in CDC.</p> <p>CDC - Affordable rented (AR): 2 x 1 bed flat, 4 x 2 bed houses, 3 x 3 bed houses, 1 x 4 bed houses. Shared Ownership: 7 x 2 bed flats and 2 x 3 bed houses. We are expecting 587 completions in 18/19 against a target of 400.</p> <p>South Northants - 38 new AH completions during November (28 affordable rent AR, 10 shared ownership SO) as follows:</p> <p>Radstone Fields Brackley: 1 x 1 bed flats (AR), 3 x 3 bed houses (AR), 1 x 2 bed houses (SO), 2 x 3 bed houses (SO) Wootton Fields: 8 x 2 bed houses (AR), 4 x 2 bed bungalows (AR), 5 x 3 bed houses (AR), 2 x 3 bed houses (SO) Old Stratford: 2 x 1 bed houses (AR), 1 X 2 bed house (AR), 4 x 2 bed bungalows (AR) Towcester: 5 x 3 bed houses (SO)</p> <p>These brings the total for 18/19 to date to 136 and are on track to meet the target of 173.</p> <p>Private Sector Housing: Grant work at CDC: 1 Landlord Home improvement Grant completed in November (making 6 for the year-to-date). There are currently a further 2 grants in progress 3 energy efficiency grants for landlords were completed in November, making 8 for the year-to- date</p> <p>Landlords Forum: - Forum took place on 28 November, 19 landlords attended. Briefings provided on new legislation, landlord responsibilities and universal credit.</p>	★
<b>JBP2.1.8 Deliver the welfare reform agenda</b>	Cllr J Donaldson Cllr K Cooper Cllr P Rawlinson Cllr T Ilott	Douglas, Gillian Green, Belinda Taylor, Adele	<p>SNC-</p> <p>Universal Credit Live Service was introduced in the SNC area on 14th November (Northampton Jobcentre) and on 5th December (Milton Keynes Jobcentre). A project has been underway to support both residents and landlords through this change including a Forum attended by DWP, CAB and Credit Union.</p>	<p><b>Both-</b></p> <p>We will continue to monitor the impact of Universal Credit across both Cherwell and South Northants. We will be working with CAB to ensure the efficient transfer to CAB of the Assisted Digital Support service from April 2019.</p>	★	<p>Universal Credit Live Service has now been implemented in both Cherwell and South Northants.</p> <p>In the Cherwell area the impact has been slow and we have not seen the reduction in Housing Benefit workloads that were first anticipated. The first 12 months has seen a reduction of only 232 in the Housing Benefit caseload and a huge increase in data matches from DWP.</p> <p>We continue to work with partners to support residents affected by UC across both districts.</p>	★



**Joint Programme Measures - District of Opportunity & Growth**

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP3.1.1 Deliver innovative and effective housing schemes</b>	Cllr J Donaldson Cllr K Cooper	Carr, Jane Douglas, Gillian Feehily, Paul	Work is ongoing with Hook Norton Low Carbon.  Build! development at Gardener's Close in Bicester has sold well with only 9 of 42 properties remaining.	We have 2 properties in Cherwell under investigation for the next wave of Syrian refugee families arriving.	★	We are in conversation with a number of registered providers about their future plans for developments in Cherwell	★
<b>JBP3.1.2 Increase Tourism</b>	Cllr L Pratt Cllr S Clarke	Feehily, Paul Jolley, Robert	CDC-  Prepared Cherwell content for Experience Oxfordshire's Visitor Guide 2019. Reviewed Service Level Agreements with Tourist Information Centres. SNC- Provided a letter for support to Sulgrave Manor for the Heritage Lottery Funding application to improve the visitor experience at Sulgrave Manor.	CDC-  Prepare new Service Level Agreements with Visitor Information Centres. Promote Monte Carlo Rally coming to Banbury in Jan 2019. SNC: Completion of the Rural Development Programme for England funding bid for the Watermeadows Project.	★	CDC <ul style="list-style-type: none"> <li>Membership and day-to-day liaison with Experience Oxfordshire to promote Cherwell as a visitor destination.</li> <li>Contract management of Banbury and Bicester Visitor Information Centres.</li> </ul> SNC - Rural Development Programme for England - Watermeadows bid is progressing to full application. Distribution of tourism guides to local sites continues. Work is progressing in the preparation of the new SNC Country Pursuits Guide.	★

**Joint Programme Measures - District of Opportunity & Growth**

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP3.1.3 Deliver the masterplans for the key economic centres</b>	Cllr C Clarke Cllr R Clarke	Feehily, Paul Jolley, Robert	<p>CDC- Attended 2018 Banbury Chamber of Commerce Live! event, promoting business support services and district industrial strategy development process to over 30 local businesses Young Enterprise Trade Fair - 11 teams representing 9 secondary schools signed up. SNC:</p> <p>SNC- Economic Growth Team have been supporting Towcester Business Club with ways to promote and increase members. Business Support given to 7 Business Start Ups and 12 contacts made/follow ups with established businesses.</p>	<p>CDC- Publish CDC Job Fair programme for 2019, to cover Banbury, Bicester and Kidlington.</p> <p>SNC- Provide support and facilitate the delivery of discrete projects that come from the Masterplans, to ensure they are delivered on time and to maximise the economic benefit to the Districts.</p>	★	<p>CDC- Support for a combined <b>250+ local students</b> at two careers workshops; Heyford Park Free School and Wykham Park Academy, Banbury, in collaboration with Young Enterprise and The Education Business Partnership Preparations being made to host work experience students and strong links developing with schools, colleges and universities. Continued support to the manager and Board of the new Banbury Business Improvement District (BID) Supporting cost of stalls at Young Enterprise Trade Fair on December 8th and actively promoting across the district via print, social media and radio.</p> <p>SNC- Liaison lead to Highways England for their operational delivery of A5 Towcester road works to ensure impact to businesses, residents and visitors is minimised. A5 will reopen (subject to weather conditions) on Friday 30 November at 23.59.</p>	★
<b>JBP3.1.4 Increase employment at strategic employment sites, promote investments &amp; business growth</b>	Cllr L Pratt Cllr S Clarke	Feehily, Paul Jolley, Robert	<p>SNC - 5 SNC Job Club members supported back into work. Local businesses continue to use the job as a way of promoting their vacancies.</p> <p>CDC Launched the 2019 Cherwell Business Awards on 20 Nov. Nominations and Applications now open for 9 award categories. Conclusion of year 2 of the Apprenticeship and Training Company programme.</p>	<p>CDC- Encourage nominations and applications for Cherwell Business Awards. Applications close 31 January 2019. Cherwell Industrial Strategy consultation workshops to be designed and held in series from Jan 2019.</p> <p>SNC- Annual Job Club Partner review meeting, to look at future Job Clubs and partnership working. Responding to a variety of planning consultations.</p>	★	<p>CDC- Developing strategy with Mitie Care and Custody for supporting redeployment of 120 employees at Campsfield House Immigration and Removal Centre, Kidlington, following recent approach for support. In response to recent requests, will be working with Fresh Direct (30 workers needed at Banbury) and HelloFresh (multiple on-going vacancies in Bicester) on bespoke recruitment support campaigns.</p> <p>SNC - 5 SNC Job Club members supported back into work. Working to Job Club Partner to promote "Learn My Way" workshop to support Job Club Members on Universal Credit and using the internet. Preparation of the annual Job Club Partners Review meeting.</p>	★

**Joint Programme Measures - District of Opportunity & Growth**

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<b>JBP3.1.5 Delivery against Local Plans for CDC &amp; SNC</b>	Cllr C Clarke Cllr R Clarke	Bowe, Andrew Darcy, Andy Feehily, Paul Peckford, David	SNC- Consultation on the Plan ended. Some 260 separate representations received.  CDC- No change. The Preliminary Hearing for the Partial Review of the Local Plan was held on 28 September.	SNC - Representations are being considered and a revised Plan with appropriate modifications is programmed to be considered by Full Council on January 14 2019.  CDC - Officers are waiting for the dates of the main public hearings for the Partial Review of the Local Plan to be confirmed by the Planning Inspector. Matters and issues for the hearings are to be provided by the Inspector in early December.	★	SNC - Representations are being considered and a revised Plan with appropriate modifications is programmed to be considered by Full Council on January 14 2019 and Plan submitted for examination by January 23 2019.  CDC - On 29 October 2018, the Council received a letter from the Local Plan Inspector confirming that the Council can proceed to the main public hearings for the examination of the Partial Review of the Local Plan. Officers are waiting for the dates of the hearings to be confirmed.  The Inspector has advised that the list of matters and issues to be considered at the hearings will be provided in early December. A revised Local Development Scheme (the programme for producing Local Plan documents) is scheduled to be presented to the Executive on 3 December 2018.	★

**Joint KPIs - Protected, Green and Clean**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<b>JBP1.2.1C % Waste Recycled &amp; Composted</b>	CDC	Cllr D Pickford	Kane, Graeme Potter, Ed	54.22%	54.04%	★	Dry recycling is 415 tonnes down on this time last year, this is mainly due to stricter controls on contamination within the recycling industry, which is a positive change for protecting the environment. The recycling being processed is increasingly 'cleaner', which results in lower tonnages. A current vacancy for the Recycling Officer and Assistant will be addressed in the new year, which will bring a boost to our promotions. Garden/Food waste is down by 790 tonnes compared to last year due to the hot summer, this will impact on the recycling rate by 2.5%.	56.77%	58.05%	●
<b>JBP1.2.1S % Waste Recycled &amp; Composted</b>	SNC	Cllr D Bambridge	Kane, Graeme Potter, Ed	58.83%	60.39%	●	Performance is lower than expected because of the hot summer meaning we have collected less garden waste to date. The amount of food waste and blue bins recycling collected is on track.	62.69%	64.20%	●

**Joint KPIs - Thriving Communities & Wellbeing**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<b>JBP2.2.1C Number of households living in Temporary Accommodation (TA)</b>	CDC	Cllr J Donaldson	Carr, Jane Douglas, Gillian	28.00	43.00	★	The numbers in temporary accommodation remain relatively low and well within target. The focus on prevention of homelessness and management of the units available continue to ensure the use of TA and the time spent in TA remains at a minimum. The impact of the increased delivery of affordable homes for rent in the district is helping households achieve settled accommodation and this ensures they do not reach crisis point.	28.00	43.00	★
<b>JBP2.2.1S Number of households living in Temporary Accommodation (TA)</b>	SNC	Cllr K Cooper	Carr, Jane Douglas, Gillian	7.00	25.00	★	We now have a very low number of households in temporary housing. As previously reported, the recent supply of new and re-let social tenancies means that many households are spending less time in temporary housing, or do not need it as a result of the work we have done to prevent them from becoming homeless. To illustrate this, in November, 5 households had homelessness prevented as a result of an offer of a social housing tenancy, 4 as a result of finding private rented housing, and 1 of finding supported housing.	7.00	25.00	★
<b>JBP2.2.2C Average time taken to process Housing Benefit new claims</b>	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	17.51	15.00	▲	The average time taken to process New Claims for the month of November 2018 is 17.51 days. Our target for processing New Claims is 15 days against a national average of 22 days. We continue to monitor the new claims daily and are putting plans in place to change our working processes in the new year to help to improve our New Claims processing times. Our year to date average time to process new claims remains within our target of 15 days.	14.49	15.00	★
<b>JBP2.2.2S Average time taken to process Housing Benefit new claims</b>	SNC	Cllr P Rawlinson	Green, Belinda Taylor, Adele	12.87	15.00	★	The average time taken to process New Claims for the month of November is 12.87 days, remaining above our target of 15 days. The national average for New Claim processing is 22 days. We continue to monitor New Claims daily and are looking at introducing a new way of working in the new year to help to further improve our average time taken to process.	8.93	15.00	★
<b>JBP2.2.3C Average time taken to process Housing Benefit change events</b>	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	8.19	8.00	●	Our average time taken to process change in details for the month of November 2018 is slightly below our target of 8 days at 8.19 days. We are implementing new process' in the new year to help to address the increase in the time taken to process change in details taking into account the increase in change in details received since the introduction of Universal Credit in November 2017. We continue to look into processes to help us manage the work with the resources available such as automation. Our year to date average time to process change in details remains within our target of 8 days.	7.90	8.00	★

**Joint KPIs - Thriving Communities & Wellbeing**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<p><b>JBP2.2.3S Average time taken process Housing Benefit change events</b></p> <p>+</p>	SNC	Cllr P Rawlinson	Green, Belinda Taylor, Adele	7.83	8.00	★	Our average time taken to process change in details for the month of November 2018 is above our target of 8 days at 7.83 days. The volume of changes received is increasing following the introduction of Universal Credit in the South Northamptonshire area in November 2018. We continue to monitor our work and look into process' to help us manage the work with the resources available such as automation of some change in details. We are also implementing new working process' in the new year to help to manage the work and remain within our target. Our year to date average time to process change in details remains within our target of 8 days.	5.68	8.00	★
<p><b>JBP2.2.5C Number of visits/usage of District Leisure Centres</b></p>	CDC	Cllr G Reynolds	Carr, Jane Didcock, Liam	151,120	127,285	★	<p>Utilisation across the Leisure Facilities for November 2018 compared to 2017 has increased by just over 13,000. Noticeably there was a strong performance at Whiteland's Farm Sports Ground with throughput figures 8,500 up on the previous year. Spiceball Leisure Centre improved its position by almost 4,000 users on the previous month last year.</p> <p>Marginal increases were also seen at Bicester Leisure Centre, Kidlington and Gosford Leisure Centre and Stratfield Brake Sports Ground. Cooper Sports Facility, Woodgreen Leisure Centre and North Oxfordshire Academy all saw a small decrease in usage and this will be monitored for any trends next month.</p>	1,138,215	1,018,280	★
<p><b>JBP2.2.5S Number of Visits/Usage of District Leisure Centres</b></p>	SNC	Cllr K Cooper	Carr, Jane Didcock, Liam	63,968	60,404	★	<p>Overall utilisation across the Leisure Centres has shown an improvement for November 2018 against 2017 (circa 2,500 users).</p> <p>To note this month will be a unique position whereby there will be a split as the new Brackley Leisure Centre Swimming Pools opened and the closing of the old Brackley Swimming Pool on 11th/12th November. For this purpose a cumulative total will be used - therefore for the Brackley Centres in 2017 the total was 25,835 and for 2018 it was 27,486 an increase of circa 1600 users.</p> <p>Towcester Centre for Leisure also demonstrated steady growth in numbers with an increase of circa 900 users against the same month last year.</p>	517,597	483,232	★

**Joint KPIs - Thriving Communities & Wellbeing**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
<b>JBP2.2.6C % of Council Tax collected, increasing Council Tax base</b>	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	9.06%	9.25%	●	The amount of Council Tax that Cherwell is due to collect has increased by just over £347k during November. This is due to the amount of additional new builds reported for New Homes Bonus which have recently been banded by the Valuation Office Agency. In month collection is up by nearly £25K from October and has consistently increased month on month since June. We are continuing to issue recovery to increase collection.	74.79%	77.00%	●
<b>JBP2.2.6S % of Council Tax collected, increasing Council Tax Base</b>	SNC	Cllr P Rawlinson	Green, Belinda Taylor, Adele	9.31%	9.00%	★	We have hit our in month target for collection. We are concentrating on tasks that will aid future collection such as house moves to speed up billing customers in order to receive the Council Tax payments in a timely manner.	77.58%	77.00%	★
<b>JBP2.2.7C % of Business Rates collected, increasing NNDR base</b>	CDC	Cllr T Ilott	Green, Belinda Taylor, Adele	9.05%	9.00%	★	We are now concentrating in billing larger RV (Rateable Value) customers quicker in order to collect, and we are proactively contacting customers by phone in order to chase unpaid instalments prior to formal recovery taking place.	75.07%	77.00%	●
<b>JBP2.2.7S % of Business Rates collected, increasing NNDR base</b>	SNC	Cllr P Rawlinson	Green, Belinda Taylor, Adele	8.52%	9.00%	●	An officer has been proactively chasing all customers in arrears with the Business Rates in order to increase collection rates. We have maintained our turnaround of actioning documents throughout November and will continue monitoring instalment plans for customers with recovery action continuing where required.	73.90%	75.00%	●

**Joint KPIs - District of Opportunity & Growth**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
+ JBP3.2.1C % Major planning applications processed within 13 weeks	CDC	Cllr C Clarke	Feehily, Paul Seckington, Paul	80%	60%	★	5 Major Planning Applications were determined during November. 4 were determined within the target period or agreed time frame. As such, our target of determining more than 60% of Major Applications within time has been met.	87%	60%	★
+ JBP3.2.1S % Major planning applications processed within 13 weeks	SNC	Cllr R Clarke	Feehily, Paul Seckington, Paul	80%	60%	★	5 Major Planning Applications were determined during November and 4 were determined within target period. As such, 80% of Major Applications were determined within time against a target of 60%.	91%	60%	★
+ JBP3.2.2C % Non Major planning appeal decisions allowed	CDC	Cllr C Clarke	Feehily, Paul Seckington, Paul	3%	10%	★	111 Non-Major applications were determined during November and 3 Non-Major Appeals were allowed by the Planning Inspectorate. Therefore we are achieving our target of less than 10% of Non-Major Planning Appeals allowed. 111 Non-Major planning applications were determined during November, 102 were determined within the target period or agreed timeframe. Therefore the target of determining more than 70% of Non-Major Applications within the period has been met.	1%	10%	★
+ JBP3.2.2S Non major planning appeal decision allowed	SNC	Cllr R Clarke	Feehily, Paul Seckington, Paul	0%	10%	★	91 Non-Major applications were determined during November and no Major Appeals were allowed by the Planning Inspectorate. Therefore we are achieving our target of less than 10% of Non-Major Planning Appeals allowed.	1%	10%	★
JBP3.2.3C % Planning enforcement appeal decisions allowed	CDC	Cllr C Clarke	Feehily, Paul Seckington, Paul	0%	10%	★	There were no Enforcement Notices issued, nor Enforcement Appeals determined during November.	0%	10%	★
JBP3.2.3S % Planning enforcement appeal decisions allowed	SNC	Cllr R Clarke	Feehily, Paul Seckington, Paul	0%	10%	★	1 Enforcement Notice was served and no Planning Enforcement Appeals were determined during November 2018	0%	10%	★
+ JBP3.2.4C % of non-major applications processed within 8 weeks	CDC	Cllr C Clarke	Feehily, Paul Seckington, Paul	92%	70%	★	111 Non-Major planning applications were determined during November, 102 were determined within the target period or agreed timeframe. Therefore the target of determining more than 70% of Non-Major Applications within the period has been met.	91%	70%	★
+ JBP3.2.4S % of non-major applications processed within 8 weeks	SNC	Cllr R Clarke	Feehily, Paul Seckington, Paul	87%	70%	★	91 Non-Major planning applications were determined during November and of those 79 were determined within the target or agreed time frame. As such, 86.81% of Non-Major Applications were determined within time against a target of 70%.	87%	70%	★
+ JBP3.2.6C Major planning appeal decisions allowed	CDC	Cllr C Clarke	Feehily, Paul Newton, Jim	0.00	10.00	★	5 Major Planning Applications were determined and no Major Planning Appeals were determined during November. Therefore the target of less than 10% of Major Appeals allowed by the Planning Inspectorate has been met this month.	3.13	10.00	★



**Joint KPIs - District of Opportunity & Growth**

Measure	Council	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
⊕ JBP3.2.6S Major planning appeal decisions allowed	SNC	Cllr R Clarke	Feehily, Paul Newton, Jim	0.00	10.00	★	No Major Application Appeals were determined during November.	0.00	10.00	★