

Priority Service Indicators 2010/2011 April 2010 - March 2011							
Building Control & Engineering Services							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
BCES 006 % of buildings accessible to people with a disability	100.00	100.00	G	100.00	100.00	G	All buildings have good standard of access
Corporate Strategy & Performance							
Annual	2010 Actual	2010 Target	End of Year Performance	2011 Actual	2011 Target	2011 Performance	Comment
NI 35 Building resilience to violent extremism: (a) Understanding of, & engagement with, Muslim communities;	3.00	4.00	R	3.00	3.00	G	The Council has continued its programme of engagement and consultation activities.  During 2010/11 the Local Strategic Partnership has set up a faith forum and Cherwell District Council has worked with Thames Valley Police on Community Safety projects as well as the Oxfordshire Cohesion Plan.
(b) Knowledge and understanding of the drivers and causes of violent extremism;	4.00	4.00	G	4.00	4.00	G	
(c) Development of a risk-based preventing violent extremism action plan;	1.00	1.00	G	1.00	1.00	G	
(d) Effective oversight, delivery & evaluation of projects & actions	2.00	2.00	G	2.00	2.00	G	
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI157a Processing of major applications within 13 weeks	57.14	60.00	A	44.74	60.00	R	Continued low level of major applications necessitates pragmatic approach to achievement against this target. A number of important applications require negotiations extending beyond the 13 week target
NI157b Processing of minor applications within 8 weeks	89.92	65.00	G	89.25	65.00	G	Consistently strong performance despite growing work pressures on major schemes
NI157c Processing of other applications within 8 weeks	94.62	80.00	G	95.15	80.00	G	Consistently strong performance despite growing work pressures on major schemes
DCMD 001 % Planning appeals allowed against refusal decision	38.89	30.00	R	29.17	30.00	G	Whilst performance is now improving, performance has been affected by several adverse outcomes against low overall number of decisions. No indication of trend to poor quality decisions

Environmental Services							
Annual	2010 Actual	2010 Target	End of Year Performance	2011 Actual	2011 Target	2011 Performance	Comment
NI 185 CO2 reductions from local authority operations (%)		4.00			4.00	No Data	Data not available until mid May 2011
NI 186 Per capita reduction in CO2 emissions in the LA area	0.30	None set			2.00	No Data	Data use to be provided by Central Government
NI 188 Planning to adapt to climate change (score)	2.00	2.00	G	2.00	3.00	R	This National Indicator has been scrapped. The score relates to meeting some criteria and it being verified by Defra - this will no longer occur. However generally services have adapted to climate change and many of the requirements for level 3 have been met but to meet them all would have had a revenue implication
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
ES 001 % of abandoned vehicles investigated in 24 hours	100.00	98.00	G	100.00	98.00	G	Levels of abandoned vehicles fairly low due to good scrap prices
ES 002% of abandoned vehicles removed within 24 hours	96.30	88.00	G	91.18	88.00	G	Number of vehicles lifted and removed fallen to around 5 per month
Finance							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	12.73	11.00	R	3.82	11.00	G	The contract with Capita has now bedded in well. Although the performance in March has been boosted by the large number of advance changes (rent increases, benefit rate changes) processed at this time of year, performance is still ahead of target even allowing for these changes. We can be optimistic about performance going forward into the new year.
BV009 % Council Tax collected : EXCH001	86.69	74.00	G	98.39	97.70	A	Council Tax collection: 98.39% represents an improvement on last years performance. It is the first full year of the Capita contract so is a very good result
BV010 % NNDR collected : EXCH002	86.97	74.10	G	98.63	99.00	A	Business Rates collection: An increase on last year performance which represents an excellent effort given the general economic situation and the fact this was the first full year of the Capita contract
BV078a Average time for new HB/CTB claims EXCH003	18.74	20.00	G	14.60	20.00	G	An excellent end to the first year of the contract with Capita. Problems inherited from the previous year and teething problems in the first few months have been overcome. Annual billing has caused minimal disruption to service. We can be optimistic that this performance will continue into the new year.
BV078b Average time to process change in circumstances : EXCH004	11.31	13.00	G	3.00	13.00	G	Reported performance has been boosted by the number of advance changes always processed at this time of the year (rent increases and benefit rate changes). Nevertheless, even if these are excluded then performance is well ahead of target. This bodes well for the new year

BV079bi.05 % HB Recovered: Overpayment EXCH005	64.26	78.00	R	71.27	78.00	A	Caught up slightly from the previous month. The Corporate Debt Recovery Team recognise that the performance in this area is slightly down and new ways of debt recovery in this area are being explored.
BV079bii.05 % HB Recovered: including outstanding EXCH006	32.64	27.00	G	40.63	35.00	G	The performance for the year on this target was exceeded and the Corporate Debt Recovery Team will now analyse if the target for 2010/11 was too low and if a higher more stretching target needs to be set for 2011/12.
BV079biii.05 % HB O'Pay: Written Off EXCH007	2.97	4.00	G	3.07	5.00	G	This target looks as if it was under-achieved as the target was 5% and we reached 3%. This is in fact good news as it means we wrote-off less than we were predicted to and therefore lose less income.
FIN 001 % Invoices paid within 30 days	98.39	98.00	G	98.59	98.00	G	Target achieved for 2010/11. As this is already a very high target it would be unrealistic to set it higher for 2011/12.
Housing Services							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
HS 001 Housing advice: repeat homelessness cases	1.00	4.00	G	1.00	5.00	G	Figures have remained very low due to the solution focused approach of the caseworkers and use of alternative housing options such as negotiation with landlords to re-consider notice on tenants, improved links with Housing Benefit and use of rent deposit (PALS) to secure private rented accommodation. The teams ability to manage applicants expectation is responsible for those approaching being more realistic about their options and so more willing to engage in other options available to them. There were 310 new caseloads from Jan - April 2010 and 354 between Jan - April 201. The numbers applying to join the Housing Register applicants is also rising - now 3686 applications.
Annual	2010 Actual	2010 Target	End of Year Performance	2011 Actual	2011 Target	2011 Performance	Comment
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;	8.62	9.87	G	11.97	8.40	R	A survey has been undertaken to help CDCs understanding of fuel poverty. The increase in fuel poverty among the survey sample is not unexpected given rising fuel costs and benefit dependency. The Private Sector Housing Team is currently engaged in developing a fuel poverty plan as part of the housing strategy, and major measures have been implemented such as the Cherwell £99 insulation deal and the Bicester £49 insulation deal.
(b) Percentage dwellings occupied with a high energy efficiency rating	40.21	34.01	G	27.07	41.00	R	A survey has been undertaken to help CDCs understanding of fuel poverty. The increase in fuel poverty among the survey sample is not unexpected given rising fuel costs and benefit dependency. The Private Sector Housing Team is currently engaged in developing a fuel poverty plan as part of the housing strategy, and major measures have been implemented such as the Cherwell £99 insulation deal and the Bicester £49 insulation deal.

People & Improvement							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
HR 012 Work days lost due to sickness	5.28	6.03	G	7.15	8.00	G	Sickness is broken down as 57% short term and 43% long term. This is a slight reduction on last year
Planning Policy & Estates							
Annual	2010 Actual	2010 Target	End of Year Performance	2011 Actual	2011 Target	2011 Performance	Comment
NI159 Supply of ready to develop housing sites	90.65	100.00	A	117.06	100.00	G	As a result of a fall in the supply of deliverable sites, during 2010 planning permission was granted for housing in the interests of increasing supply and other sites came forward that contribute to supply.
NI170 Previously developed land that has been vacant or derelict for more than 5 years	0.04	0.04	G	2.13	0.04	R	In 2005 new information on vacant and derelict land became available as historic returns to the National Land Use Database (NLUD) were revisited and as work on a new Urban Housing Potential Study developed. New sites were added to NLUD and some of these have now remained vacant or derelict for more than 5 years. The Shipton-on-Cherwell Quarry is one of these sites and heavily influences the return. The LDF will consider how best to bring vacant and derelict sites into appropriate use. However, sites such as Shipton are influenced by the County Council as Minerals Planning Authority
PAHP 001 No of Conservation Areas	59 Sept	59 Sept	G	59.00	59.00	G	It was anticipated that a new conservation area would be allocated before the end of March 2010 at Mollington. As a consequence of the technical assessment and public consultation that the council carried out in Mollington, it was identified that further consultation would be required. This delayed the completion of the assessment. This work has now been completed and the new conservation area for Mollington is to be considered by the Executive on 7th June 2010.
PAHP 002 % Conservation Areas with up to date Character Appraisals	47.46 Sept	55.93 Sept	A	45.76	61.02	R	Some slippage in programme for 2009/10 has arisen due to (1) loss of one post (20% of overall staff resources) in November 2009 and Council decision not to replace this post, and (2) requirement to carry out additional public consultation on one particularly controversial new CA designation (Mollington) which meant that completion of this review slipped into 2010/11.
PAHP 003 % of Conservation Areas with published Management Plans	82.76 Sept	82.76 Sept	A	77.97	91.53	R	Not all conservation areas currently have management plans, however as we undertake conservation area appraisals, management plans are prepared / reviewed. At the start of 2009/10 we identified which forthcoming conservation area appraisals needed management plans preparing, and were able to ensure that these were done in accordance with our work plan.

Recreation & Health							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
RH 001 Number of visits to Banbury Museum in person (per 1000 population)	1098.97	1123.92	A	1424.74	1440.92	A	Despite just missing the target, the Museum has had a successful year, welcoming almost 200,000 visitors. This figure excludes Link Point users. This is the first complete year of Sunday closure, a measure introduced to reduce costs. The modest reduction in Museum usage is entirely due to reduced accessibility, Sunday closure and the poor weather in December.
RH 002 Number of pupils visiting Banbury Museum (per 1000 population)	2136.00	2250.00	A	3473.00	3150.00	G	Our Education Programme has been very successful throughout a difficult year. Other museums have experienced a reduction in school visits. Our success can be attributed to good marketing, and the careful design and redesign of programmes, tuned to school needs, the requirements of the curriculum, and feedback from users.
Annual	2010 Actual	2010 Target	End of Year Performance	2011 Actual	2011 Target	2011 Performance	Comment
NI 56 Obesity among primary school age children in Year 6: (i) Percentage of children in Year 6 with height and weight recorded who are obese	16.40	no target		13.00	14.90	G	This years actual of 14.9% (Oxon 15.1%) compares favourably against last years figure of 16.4% (Oxon 15.8%).
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)	93.58	85.00	G	93.00	87.00	G	Although this NI has been withdrawn, Cherwell continues to monitor food establishments compliance.
Safer Communities , Urban & Rural Services							
NI032 Repeat incidents of domestic violence						No Data	No data available. Thames Valley Police do not capture data true to the definition of the NI
Cross-Service Indicator							
Quarterly	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI182 Satisfaction of business with LA regulation services	90.72	92.00	A	91.52	92.00	A	Satisfaction remains high. Continued effort required to improve response rates.

Number Green and Amber  
Percentage

28  
80.00%

**Overall Status**

**Red**