

Priority Service Indicators 2011/2012				
	Quarter 1 Actual	Quarter 1 Target	Quarter 1 Performance	Comment
A District of Opportunity				
NI 159 Supply of ready to develop housing sites				Annual Target : Data not due until March 2012.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years				Annual Target : Data not due until March 2012.
NI 157a Processing of major applications within 13 weeks	10.00	60.00	R	Target cannot be achieved with current low number of major applications. Management approach is that key, complex applications may over-run processing time targets in the interest of sound planning outcomes.
NI 157b Processing of minor applications within 8 weeks	84.21	65.00	G	Performance continues to exceed target.
NI 157c Processing of other applications within 8 weeks	87.02	80.00	G	Performance continues to exceed target.
% Planning appeals allowed against refusal decision	38.46	30.00	R	Performance measure is volatile as based on low overall appeal numbers at present. No evidence of poor decisions at present. Will be carefully monitored.
Number of planning appeals	13.00	n/a	n/a	There have been 13 planning appeals and 5 have been allowed.
NI 159 Supply of ready to develop housing sites				Annual Target : Data not due until March 2012.
% houses developed on previously developed land			G	For the first quarter, 78% of completions were on previously developed land. It should be acknowledged that this was out of a total of only 32 completions.
Contribute to the creation of 200 new jobs			A	1 business (four jobs) created. Four jobs created at hair salon through business advice, and guidance around property, through Oxfordshire Business Enterprise (OBE). 63 job gains and 49 losses recorded.
Prepare design, planning and conservation guidance documents to protect and enhance the built environment			A	Loss of one staff member, staff sickness and secondment to the Eco Bicester Team has reduced staff resources to about half the previous level, resulting in a need to concentrate on statutory services. The appointment of a replacement member of staff to start in August will partially assist in getting back on target.

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A Cleaner Greener Cherwell				
NI 186 Per capita reduction in CO2 emissions in the LA area	1.70	0.00	R	Compared to the baseline (2009/10) overall CO2 emissions have increased slightly by 1.7%. Many of the initiatives to reduce CO2 emissions have yet to be fully realised, so we do expect to meet targets by the end of the year by implementing projects from Cherwell's Carbon Management Plan, including: Thorpe Lane Depot refurbishment (inc. solar PV, improved lighting), passive infra red light sensors at Bodicote House, variable speed drives at leisure centres, behavioural Change (inc. Green Champions network, Energy Policy, Energy Saving Guide, Workplace Travel Plan), and improved energy monitoring.
NI 188 Planning to adapt to climate change (score)				Annual Target : Data not due until March 2012.
Inform all residents and businesses how to reduce carbon emissions			G	Leaflet available in one stop shops and on the website.
NI 194i Emissions of NOx				Annual Target : Data not due until March 2012.
NI 194ii % reduction of Nox emissions				Annual Target : Data not due until March 2012.
NI 194iii Emissions of PM10				Annual Target : Data not due until March 2012.
NI 194iv % Reduction in PM10 emissions				Annual Target : Data not due until March 2012.
Reduce the number of fly tips by 5%			G	On track - fly tip level similar to last year not yet reached 5% reduction but should be achieved by year end.

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A Safe, Healthy and Thriving Community				
Number of risk based food premises inspections completed	104.00	104.00	G	First quarter achieved on target.
% of residents when asked feel safe being home alone after dark			G	This is measured annually in the satisfaction survey.
% Residents when asked say they feel safe in town centres			G	This is measured annually in the satisfaction survey.
Delivery of Olympic Legacy actions and events leading to 2012 and beyond			G	Regular planning meeting with Urban Town Council's to coordinate district wide events with a 2012 theme. Legacy leaflet produced and web site created to bring all information to one place.
Violence Against the Person incidents per 1,000 population	0.12	1.14	G	Exceeds target.
NI 008 Increase participation in active recreation by 1%			G	We have continued to deliver Go Active initiatives and started on the new Active Women initiative which will have a positive effect on getting more people participating in sport and activity.
An Accessible Value for Money Council				
BV009 % Council Tax collected	29.90	30.00	A	On track to budget.
BV010 % NNDR collected	32.42	30.00	G	On track to budget.
BV078a Average time for new HB/CTB claims	16.42	18.00	G	Performance being maintained on target as processing volumes return to normal levels after Year End. Capita have made additional resources available to ensure that performance does not slip over the peak holiday period.
BV078b Average time to process change in circumstances	9.62	13.00	G	Performance remains on target. Capita have made additional resources available to ensure that processing does not slip over the peak holiday period.

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BV079bi.05 % HB Recovered: Overpayment	80.10	70.00	G	Under review.
BV079bii.05 % HB Recovered: including outstanding	13.10	11.00	G	On track to budget.
BV079biii.05 % HB O'Pay: Written Off	1.28	1.50	G	No reason for concern.
% Invoices paid within 30 days	98.32	98.30	G	On track.
Deliver a council tax increase in 2012/13 which is below inflation				Commences February 2012.
% Telephone calls abandoned compared to same period last year	9.20	20.30	G	Performance continues to be excellent compared to 1st quarter last year answer rate was 71.7%, same quarter this year answer rate 91.3%.
90% of complaints are resolved within Stage One			G	This is amber for the month of June, 25 complaints were received. 22 stage 1, 2 in stage 2 and 1 stage 3. The quarter April - June 75 complaints received: 71 stage 1 = 94.66% 2 stage 2 =2.6% 1 stage 3 = 1.3%
95% of all complaints that are escalated to Stage Two are resolved			G	2 stage 2 were received in June, 3 in total for the quarter.
Number of complaints escalated from Stage Three to the Ombudsman			G	4 ombudsman complaints were received in June 2 Planning and 2 Parking.
Produce a combined annual report of performance and finance in June 2011			G	Report produced, awaiting publication.
Increase the readership of Cherwell Link			G	Wide readership targeted through all publications, based on feedback from research.
Develop a preventable contact measure			G	In year one of this two year target, the measure of reduced avoidable contact will focus on avoidable visits with the target of 50% fewer face to face customers by the end of the year, following the implementation of appointments.
Car parking revenue			G	Provisional June revenue figures indicate 25% up on budgeted income.
% of buildings audited that are accessible	100.00	0.00	G	All buildings open to the public are accessible. Previous audits have been reviewed and a number of further improvements have been suggested, which are likely to be considered when the next capital programme is drafted.