

Priority Service Indicators 2011/2012

	Quarter 1 Actual	Quarter 1 Target	Quarter 1 Performance	Quarter 2 Actual	Quarter 2 Target	Quarter 2 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	18.18	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	80.16	65.00	G	Excellent performance maintained
NI 157c Processing of other applications within 8 weeks	87.02	80.00	G	88.59	80.00	G	Excellent performance maintained
% Planning appeals allowed against refusal decision	38.46	30.00	R	33.33	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.
% houses developed on previously developed land			G			G	39% of net housing completions were on previously developed land which is lower than the exceptionally high Q1 return of 78% but higher than the quarterly target of 30%. Planned greenfield development at Cassington Road, Yarnton has lowered this quarter's return.
Contribute to the creation of 200 new jobs			A			A	<p>During September, no additional jobs could be attributed directly to companies receiving help from CDC. General monitoring showed 11 job losses. This is likely to rebalance later in 2011-12 through the realisation of current investment enquiries being dealt with by the economic development service.</p> <p>Job Seekers Allowance claimants remains at 2.0% (Aug 11) whilst the economic activity rate remains strong at 82.8%. Young people not in education, employment or training (NEET) remain a concern but activity is on-going to promote apprenticeships and other routes to work.</p> <p>A Young Enterprise event at Tudor Hall enabled by CDC Economic Development on 23 Sept involved 85 school students and 12 volunteer advisors from local companies. Whilst all involved felt this to be successful, the effects of the skills acquired could be expected to be seen in several years time through new entrepreneurs.</p>
Prepare design, planning and conservation guidance documents to protect and enhance the built environment			A			G	The Energy Efficiency guidance note is due to be published mid October and two more guidance notes, Lime, Shop Fronts, are under way

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A Cleaner Greener Cherwell							
CO2 reduction from Local Authority operations (NI 185)	1.70	0.00	R	-4.54	0.00	G	Overall just over 5.5% reduction in the first two quarters compared to '10/11. 9.5% reduction from leisure centres, 2.5% reduction from the vehicle fleet. Buildings and business mileage have however shown a rise - the rise on buildings is likely to construction work at Thorpe Lane depot & Bodicote House
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			G	Number of roadshows for recycling have also incorporated energy efficiency and measures to reduce carbon emissions
NI 194i Emissions of NOx							Annual Targets: Data not due until March 2012.
NI 194ii % reduction of Nox emissions							
NI 194iii Emissions of PM10							
NI 194iv % Reduction in PM10 emissions							
Reduce the number of fly tips by 5%			G			A	Fly tips broadly on line with '10/11 - still expected to achieve a 5% reduction during the year
A Safe, Healthy and Thriving Community							
Number of risk based food premises inspections completed	104.00	104.00	G	153.00	166.00	A	Still on track - year to date total is 299 (mid Oct). Variance in return figure is due to inspections being completed 28 days either side of due date which is permitted by the FSA Code of Compliance.
% of residents when asked feel safe being home alone after dark			G	90%	91%	G	Performance is comparable with last year (with statistical tolerance) .
% Residents when asked say they feel safe in town centres			G	95%	94%	G	Performance is comparable with last year (with statistical tolerance) .
Delivery of Olympic Legacy actions and events leading to 2012 and beyond			G			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. Leisure centre open days held and also featured olympic sports. First Cherwell Sports Awards event held at SLC, very successful.
Violence Against the Person incidents per 1,000 population	0.12	1.14	G	0.33	1.14	G	Trend indicates this figure will remain well below target. Operation Juggernauts continues to be successful.
NI 008 Increase participation in active recreation by 1%			G			G	Recent actions that will contribute to increasing participation in active recreation include, facilitating sports development groups (netball, badminton, golf, hockey, cricket and rugby) and establishing the Banbury Football Partnership.

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An Accessible Value for Money Council							
BV009 % Council Tax collected	29.90	30.00	A	58.17	58.00	G	Performance continues to be slightly above the target which is very encouraging given the economic situation
BV010 % NNDR collected	32.42	30.00	G	59.68	58.00	G	Business rates collection is still well above target although it has dropped slightly from previous months. Still an excellent performance.....
BV078a Average time for new HB/CTB claims	16.42	18.00	G	18.99	17.00	R	Processing times for new claims are better than for the previous month but barely with the contract targets. This is because ATLAS has increased the number of changes of circumstances that have to be prioritised
BV078b Average time to process change in circumstances	9.62	13.00	G	7.05	13.00	G	Prioritisation of changes of circumstances and the new ATLAS procedure ensure that performance continues to be good in this area
BV079bi.05 % HB Recovered: Overpayment	80.10	70.00	G	69.00	78.00	R	Reduction in performance this quarter, although slight increase in September. Additional resources will be focussed on improving performance in October.
BV079bii.05 % HB Recovered: including outstanding	13.10	11.00	G	22.02	20.00	G	Above target on BVP 079bii collection of arrears. Performing well.
BV079biii.05 % HB O'Pay: Written Off	1.28	1.50	G	2.05	3.00	G	Although on track additional resources will be focussed on improving Housing Benefits performance in October.
% Invoices paid within 30 days	98.32	98.30	G	98.97	98.30	G	Performance on target
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	15.60	20.64	G	Compared to last year the target has been over achieved. Target has therefore been revised to 10% or less abandoned from October 2011 New targets for the second half of the year have been agreed; improvements in customer service have delivered levels of improvement far in excess of that expected.
90% of complaints are resolved within Stage One			G			G	September = 12 complaints received all stage 1. July - Sept quarter 61 complaints received 59 stage 1, 2 stage 2 12 Stage 1 complaints received:- 3 Amenity Services, 3 Benefits, 1 Customer Service, 1 Development & Major Controls, 1 Housing and 3 in urban & Rural Services

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An Accessible Value for Money Council continued							
95% of all complaints that are escalated to Stage Two are resolved			G			G	2 stage 2 cases in September both resolved. No complaints were escalated to Stage 2
Number of complaints escalated from Stage Three to the Ombudsman			G			G	No stage 3 complaints in September No stage 3 complaints in quarter July - September 2 Ombudsman cases in quarter.
Produce a combined annual report of performance and finance in June 2011			G			G	Annual Report and Summary of Accounts produced and published
Increase the readership of Cherwell Link			G			G	Wide readership targeted through all publications, based on feedback from research
Develop a preventable contact measure			G			G	Task completed Q1
Preventable contact indicator: reduce footfall in one stop shops by 50%							Starts October 2011
Average speed of answer (telephones)	1.07	2.33	G	1.56	2.53	G	Target exceeded. Target revised from October to 1 minute
Car parking revenue			G			G	Income in line with budget
% of buildings audited that are accessible	100.00	0.00	G	100.00	12.50	G	Three further buildings are scheduled to be audited during the fourth quarter of the year.