

**Priority Service Indicators 2011/2012 : Quarter 4 / Year End**

	Quarter 3 31/12/2011	Quarter 3 31/12/2011 Performance	Quarter 4 31/03/12 Actual	Quarter 4 31/03/2012 Target	Quarter 4 31/03/2012 Performance	Year End Performance	Comment
<b>A District of Opportunity</b>							
NI 159 Supply of ready to develop housing sites	Actual 117.06 Target 100 (2010/11)	<b>G</b> 2010/11	62.1 (2011/12)	100 (2011/12)	<b>R</b>	<b>R</b>	As at 18 April 2012, the district had a 3.1 year supply of deliverable housing sites for the 5 year period 2012-17. On 6 February 2012, the Executive approved a Housing Land Supply Position Statement in the interest of addressing the current land supply position. The Proposed Submission Core Strategy is scheduled to be presented to the Executive on 28 May 2012 which will provide a further opportunity to consider both near and long-term housing supply
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	Actual 2.13 Target 0.4 (2010/11)	<b>R</b> 2010/11	2.05 (2011/12)	3.0 (2011/12)	<b>G</b>	<b>G</b>	Similar to last year's return (2.13%). The main site still being the Shipton-on-Cherwell Quarry.
NI 157a Processing of major applications within 13 weeks	Actual 0 Target 60.0	<b>R</b>	66.67	60.00	<b>G</b>	Full Year Actual 25.00 Target 60.00	Given the current difficult economic climate and the need to deliver growth the management approach has been to ensure sound planning outcomes (by allowing time to amend applications and negotiate planning obligations) rather than concentrating on meeting the 13 week deadline. With low numbers of major applications, the percentage of applications processed becomes quite a volatile measure and this also makes it difficult to achieve. Despite this this month's performance is excellent and represents a significant improvement on previous months.
NI 157b Processing of minor applications within 8 weeks	Actual 72.41 Target 65.00	<b>G</b>	87.76	65.00	<b>G</b>	Full Year Actual 76.17 Target 65.00	Performance this month was excellent and has returned to a level significantly above target
NI 157c Processing of other applications within 8 weeks	Actual 86.73 Target 80.00	<b>G</b>	89.29	80.00	<b>G</b>	Full Year Actual 87.71 Target 80.0	Excellent performance maintained throughout the year
% Planning appeals allowed against refusal decision	Actual 0 Target 30	<b>G</b>	50.00	30.00	<b>R</b>	Full Year Actual 26.83 Target 30.00	The performance measure is volatile as it is based on low overall appeal numbers at present therefore each decision is impacting on the performance measure for appeals. There is no evidence of poor performance at present but this will continue to be carefully monitored. There was 1 appeal decision in Q4. Out of 41 appeals received in 2011/12 11 of these were allowed
% houses developed on previously developed land		<b>R</b>			<b>G</b>	Full Year Actual 45.8 Target 40.00	Good Q4 performance - 54.1%, primarily due to the conversion of Stanbridge Hall, Banbury and is a significant improvement on Q3 (15%) Full year outturn of 45.8% is a reasonable return considering the Policy H3 of the Draft Core Strategy (Feb 10) seeks to achieve 40% of new housing on previously developed land
Contribute to the creation of 200 new jobs		<b>A</b>			<b>G</b>	<b>G</b>	Contributed directly to 2 new businesses & 227 jobs created / safeguarded. During March, an established automotive component supplier relocated to Banbury with 130 staff with help from CDC's CHIP & Planning services. The number of Job Seekers Allowance claimants has remained steady over the last year and is now 2.0% (1,808 in Feb 12), although the level is 4.6% (465) amongst 18-24 year olds. Young people not in education, employment or training (NEET) remain a concern and activity is on-going to promote apprenticeships and other routes to work. The economic activity rate remains strong at 82.3% (73,900). Work leading north Oxon Young Enterprise continues and awards have recently been given. The 'Banbury in Business' conference and exhibition on 23 March attracted over 100 businesses to the CDC Spiceball venue. The first Cherwell Business Awards, held in Bicester, also successfully recognised and encouraged local business success. Innovation Awards will follow shortly.

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Prepare design, planning and conservation guidance documents to protect and enhance the built environment		G			A	A	46 of 48 published management plans were achieved (96%) and 35 of 36 with up to date character appraisals (97%)  6 Conservation Assessments completed in 2011/12. In addition, a Conservation Strategy has been drafted, the Energy Efficiency in Traditional Homes guide has been published and two more publications (Lime and Shop Fronts) are almost complete.
<b>A Cleaner Greener Cherwell</b>							
CO2 reduction from Local Authority operations (NI 185)	Actual -6 Target 0.00	G	-6.20	-4.00	G	G	Buildings - 14 % reduction; Fleet emissions - 1.3% reduction; Business mileage - 6.6 % reduction; Leisure Centres - 5.8 % reduction Refurbishment work at Thorpe Lane depot along with continued energy efficiency actions have resulted in a significant fall in emissions from our buildings. Efficiencies were secured in all areas but the reduction from buildings were the largest contributor. Overall 6.2% reduction
NI 188 Planning to adapt to climate change (score)			Level 2	Level 2	G	G	This measure no longer in overall use but no change on last year
Inform all residents and businesses how to reduce carbon emissions		G			G	G	Information is available to all on website. Other initiatives to inform residents and businesses include:- distribution of energy efficiency and low carbon leaflets participation at events such as swap shops roadshows across the district
NI 194i Emissions of NOx			8339.00	10500.00	G	G	Reduction in NOx from a combination of an overall reduction in energy and measures such as vehicles which due to higher emission standards are leading to a fall in NOx levels
NI 194ii % reduction of Nox emissions			17.90	3.00	G	G	A large fall in NOx emissions achieved from using less energy and from an increase in the number of Euro V vehicles replacing lower emission standard vehicles
NI 194iii Emissions of PM10			304.00	310.00	A	A	Small fall in the amount of particulates (or soot) from the falling levels of energy use
NI 194iv % Reduction in PM10 emissions			10.00	3.00	G	G	Small fall in particulate emissions largely down to less energy being used resulting in less particulates
Reduce the number of fly tips by 5%		A			R	R	Fly tip numbers have fallen significantly over the last few years to 420 in 2010/11. Fly tips in 2011/12 look to have risen to 440. Enforcement action continues with 5 successful prosecutions in 2011/12. Fly tipping will continue to be closely monitored to see if the small rise in 2011/12 is a statistical blip or the start of a rising trend. However enforcement action and information to residents about getting rid of their waste responsibly will continue to be publicised

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<b>Safe &amp; Healthy Cherwell</b>							
Number of risk based food premises inspections completed	Actual 151 Target 100	<b>A</b>	148.00	123.00	<b>G</b>	Full Year Actual 605 Target 443	Statutory target in line with the Financial Services Authority's Code of Practice exceeded.
% of residents when asked feel safe being home alone after dark	Actual 90% Target 91%	<b>G</b>	90%	91%	<b>G</b>	<b>G</b>	Performance is comparable with last year (within statistical tolerance)
% Residents when asked say they feel safe in town centres	Actual 95% Target 94	<b>G</b>	95%	94%	<b>G</b>	<b>G</b>	Performance is comparable with last year (within statistical tolerance)
Delivery of Olympic Legacy actions and events leading to 2012 and beyond		<b>G</b>			<b>G</b>	<b>G</b>	There has been some minor adjustment of Legacy targets over the course of the last two years due to the changing landscape of public services in general. These have been monitored regularly at member/officer meetings and more recently plans for the Olympic Torch Relay to pass through the District have required significant collaboration between Cherwell and the communities on route and across the County.
Violence Against the Person incidents per 1,000 population	Actual 0.07 Target 3.43	<b>G</b>	0.94	4.57	<b>G</b>	Full Year Actual 12.44 Target 29.71	Violence Against the Person has reduced by 16.3%, exceeding the target reduction of 12%
NI 008 Increase participation in active recreation by 1%		<b>G</b>			<b>G</b>	<b>G</b>	Active People Survey result showed an increase on the previous year by 1.5%, up from 13.7 to 16.2%.
<b>An Accessible Value for Money Council</b>							
BV009 % Council Tax collected	Actual 86.58 Target 85.00	<b>G</b>	98.30	98.00	<b>G</b>	<b>G</b>	Performance has almost matched last year. We have been hampered in last couple of weeks by being unable to send ad hoc bills which may have slightly dented collection.
BV010 % NNDR collected	Actual 87.68 Target 85.00	<b>G</b>	98.28	98.00	<b>G</b>	<b>G</b>	Performance has slipped in last two months. This can be attributed to several problems which have been encountered with Northgate system which has meant billing has been restricted. These problems are common to all sites and no solution has been found.
BV078a Average time for new HB/CTB claims	Actual 17.85 Target 17.00	<b>A</b>	15.80	17.00	<b>G</b>	Year End Actual 17.22 Target 17.00	Performance has continued to decline due to the impact of ATLAS and annual uprating. Performance for the whole year was 17.22 days, just outside the target of 17 days.
BV078b Average time to process change in circumstances	Actual 7.64 Target 13.00	<b>G</b>	2.17	13.00	<b>G</b>	Year End Actual 5.78 Target 13.00	The improvement in performance is primarily due to the number of system generated changes associated with annual uprating. However, excluding these performance for the month was still 4.29 days. Performance for the whole year was 5.78 days; significantly better than the target of 13 days.
BV079bi.05 % HB Recovered: Overpayment	Actual 72.81 Target 78.00	<b>A</b>	78.12	78.00	<b>G</b>	<b>G</b>	Good performance for the year
BV079bii.05 % HB Recovered: including outstanding	Actual 30.92 Target 33.00	<b>A</b>	37.58	40.00	<b>A</b>	<b>A</b>	Just short of target for old debt as we have been concentrating on in year recovery
BV079biii.05 % HB O'Pay: Written Off	Actual 2.96 Target 4.00	<b>G</b>	3.71	5.00	<b>G</b>	<b>G</b>	Well below the write off target set. Good result

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% Invoices paid within 30 days	Actual 98.03 Target 98.30	A	98.14	98.30	G	Year End Actual 98.38 Target 98.30	Slight dip in performance during March although year end performance just exceeds target. This has been a challenging year with many staff changes which has affected the length of time for invoices to be authorised.
Deliver a council tax increase in 2012/13 which is below inflation		Starts 03/12			G	G	2012/13 Budget has been approved by Full council and this incorporates a 0% increase in Council Tax for 2012/13.
% Telephone calls abandoned compared to same period last year	Actual 4% Target 10%	G	4.20	10.00	G	Year End Actual 8.9 Target 10.0	March 12 abandoned rate 4.2% Year 2011-12 abandoned rate 8.9% compared to 2010-11 of 19.9%
90% of complaints are resolved within Stage One		G			G	G	March 2012 - 16 complaints received : 16 stage 1. Year 2011-12 : 248 complaints were received - 75 of which were upheld. Stage 1 - 236 (73 upheld) ; Stage 2 - 8 (1 upheld); Stage 3 - 4 (1 upheld) Ombudsman - 19 (13 relating to Blue Badges/Car Parking)
95% of all complaints that are escalated to Stage Two are resolved		G			G	G	March 2012 : No stage 2 complaints received Year 2011-12 : 248 complaints received - 75 of which were upheld Stage 1 - 236 (73 upheld) ; Stage 2 - 8 (1 upheld); Stage 3 - 4 (1 upheld) Ombudsman - 19 (13 relating to Blue Badges/Car Parking)
Number of complaints escalated from Stage Three to the Ombudsman		R			R	R	March 2012 : No stage 3 complaints; 1 Ombudsman complaint Year 2011 - 12: 4 stage 3 complaints (1 upheld) and 19 ombudsman complaints. Of the 19 Ombudsman complaints, 13 related specifically to Blue Badge/Car Parking, following revised car park charges/new signage introduced during the year.
Produce a combined annual report of performance and finance in June 2011		G			G	G	Annual Report and Summary of Accounts produced and published.
Increase the readership of Cherwell Link		G			G	G	Wide readership is targeted through all publications, based on feedback from research
Develop a preventable contact measure		G					Measure Closed 31/12/12 Reduce footfall in one stops shops introduced October 2011
Preventable contact indicator: reduce footfall in one stop shops by 50%	Actual 16804 Target 12730	R	11335	13444	G	Year End Actual 28139 Target 26176	March 2012: Footfall 3569 against target of 4609. Year 2011-12: Total face to face footfall 76,311 Year 2010-12: Total face to face footfall 113,828
Average speed of answer (telephones)	Actual 0.41 Target 1.10	G	0.45	1.10	G	G	March - average time to answer 45 seconds 2011-12 Average time to answer 1 min 9 sec 2010-2011 Average time to answer 2 min 16 sec  March - abandoned rate 4.2 % 2011-2012 abandoned rate 8.9 %      2010-2011 abandoned rate 19.9%
Car parking revenue	Actual 1380401 Target 1304937	G	1,775,113	1,763,928	G	G	Profiled budget: £1,763,928 Actual to date: £1,775,113 £11,185 over profiled budget
% of buildings audited that are accessible	Actual 62.5% Target 33.0%	G	62.50%	66.00%	A	A	The agreed audits were not carried out within the last financial year due to a member of staff leaving and insufficient resource to cover Building Control core workload. We have already agreed a revised target date of June 2012 for the identified audits to be completed with our clients which currently is on target.