

Priority Service Indicators 2010/2011
April - June 2010

	2009/2010 Actual	2009/2010 Target	2009/2010 Performance	Quarter One Actual	Quarter One Target	Quarter One Performance	Comment
Building Control & Engineering Services							
BCES 006 % of buildings accessible to people with a disability	100.00	100.00	G	100.00	100.00	G	A further cycle of re-auditing all relevant buildings will begin in 2010/11 and take 2 to 3 years to complete.
Corporate Strategy & Performance							
NI 35 Building resilience to violent extremism: (a) Understanding of, & engagement with, Muslim communities;	3.00	4.00	R				Annual indicator, next report due March 2011.
(b) Knowledge and understanding of the drivers and causes of violent extremism;	4.00	4.00	G				Annual indicator, next report due March 2011.
(c) Development of a risk-based preventing violent extremism action plan;	1.00	1.00	G				Annual indicator, next report due March 2011.
(d) Effective oversight, delivery & evaluation of projects & actions	2.00	2.00	G				Annual indicator, next report due March 2011.
Development Control & Major Developments							
NI157a Processing of major applications within 13 weeks	47.83	60.00	R	63.64	60.00	G	
NI157b Processing of minor applications within 8 weeks	85.83	65.00	G	93.69	65.00	G	
NI157c Processing of other applications within 8 weeks	92.19	80.00	G	99.12	80.00	G	
DCMD 001 % Planning appeals allowed against refusal decision	33.33	30.00	R	20.00	30.00	G	
Environmental Services							
NI 185 CO2 reductions from local authority operations (%)	N/A	4.00	N/A	100.00	98.00	G	CMT Success 100 % for 1st Quarter
NI 186 Per capita reduction in CO2 emissions in the LA area	0.30		N/A	100.00	88.00	G	
NI 188 Planning to adapt to climate change (score)	2.00	2.00	G				Annual indicator, next report due March 2011.

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ES 001 % of abandoned vehicles investigated in 24 hours	98.54	97.00	G	100.00	98.00	G	Emissions are on a two year time lag. For 2007 per capita emissions fell from 9.1 tonnes to 8.8 tonnes. This represents a 3% reduction.
ES 002% of abandoned vehicles removed within 24 hours	91.49	86.00	G	100.00	88.00	G	
Finance							
NI180 The number of changes of circumstances affecting HB/CTB entitlement processed within the year	N/A	10471	N/A	?	23049.00	?	Emerging Issue Data not available from DWP, they have only published up to April 2010 so far.
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	13.47	15.00	G	10.29	11.00	G	
BV009 % Council Tax collected EXCH001	98.31	98.50	A	30.06	24.68	G	
BV010 % NNDR collected EXCH002	97.90	99.00	A	31.57	24.70	G	
BV078a Average time for new HB/CTB claims EXCH003	32.63	20.00	R	15.46	20.00	G	
BV078b Average time to process change in circumstances EXCH004	10.97	13.00	G	11.46	13.00	G	
BV079bi.05 % HB Recovered: Overpayment EXCH005		77.50	Data avail July	?	78.00	?	Due to software problems data is only available quarterly. Data for first quarter will be added by the end of July.
BV079bii.05 % HB Recovered: including outstanding EXCH006		36.00	Data avail July	?	9.00	?	Due to software problems data is only available quarterly. Figures will be added by the end of July.
BV079biii.05 % HB O'Pay: Written Off EXCH007		4.00	Data avail July	?	1.50	?	Due to software problems data is only available quarterly. Figures will be added by the end of July.
FIN 001 % Invoices paid within 30 days	98.23	99.00	A	97.77	99.00	A	Overall this % is only a tiny amount below its target. The control of this lies outside of Finance but we are trying to help the Council achieve this target by actively chasing departments who are disputing invoices or who are having difficulty authorising them within the timeframe.

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Housing Services							
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				Annual indicator, next report due March 2011.
(b) Percentage dwellings occupied with a high energy efficiency rating	40.21	34.01	G				Annual indicator, next report due March 2011.
HS 001 Housing advice: repeat homelessness cases	1.00	5.00	G	1.00	2.00	G	Effective homelessness prevention by CDC and partners.
People & Improvement							
HR 012 Work days lost due to sickness	7.29	8.00	G	1.41	2.68	G	Comfortably within target.
Planning Policy & Estates							
NI159 Supply of ready to develop housing sites	90.65	100.00	A				Annual indicator, next report due March 2011.
NI170 Previously developed land that has been vacant or derelict for more than 5 years	0.04	0.04	G				Annual indicator, next report due March 2011.
PAHP 001 No of Conservation Areas	58.00	59.00	A	59.00	59.00	G	
PAHP 002 % Conserv Areas with up to date Character Appraisals	41.38	55.93	R	45.76	47.48	A	Progress on conservation area appraisal is proceeding with survey work underway on several CAs including Adderbury and Bicester. A delay in completing the most recent CA appraisal (Mollington) owing to the need to undertake further consultation here has resulted in a small delay to the overall programme.
PAHP 003 % of Conserv Areas with published Management Plans	82.76	82.76	G	94.92	77.97	G	

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Recreation & Health							
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	N/A	N/A				Annual indicator, next report due March 2011.
RH 001 Number of visits to Banbury Museum in person (per 1000 population)	1563.01	1782.00	R	369.23	374.64	A	The dip in performance is probably due to the interest in the World Cup. It is expected that visitors in July will increase as a result.
RH 002 Number of pupils visiting Banbury Museum (per 1000 population)	3932.00	3150.00	G	772.00	600.00	G	
NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%)	93.58	85.00	G				Annual indicator, next report due March 2011.
Safer Communities , Urban & Rural Services							
NI032 Repeat incidents of domestic violence	n/a	n/a	n/a	?	?	?	Data not available from Thames Valley Police.
Cross-Service Indicator							
NI182 Satisfaction of business with LA regulation services	91	91	G	89.88	92.00	A	Narrowly missed target.

Number Green and Amber
Percentage

22
100.00%

Overall Status

Green