

Priority Service Indicators 2010/2011
April - December 2010

| | Quarter Two Actual | Quarter Two Target | Quarter Two Performance | Quarter Three Actual | Quarter Three Target | Quarter Three 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 | Of the 9 properties owned by the Council and accessible to the public we have now audited for accessibility the 3 of those most frequently used. A further 3 audits will be completed by 31/3/11 and the rest audited in early 2011/12. Some non-conformances were found in those buildings already audited and these have been given to the building "owners" to address. It is likely that similar defects will be found in the other buildings to be audited. We will improve the way this indicator works in 2011/12 by making it more meaningful so as to measure progress against the access non-conformities being identified through the audits. |
| Corporate Strategy & Performance | | | | | | | |
| NI 35 Building resilience to violent extremism: (a) Understanding of, & engagement with, Muslim communities; | | | | | | | Annual indicator, next report due March 2011. |
| (b) Knowledge and understanding of the drivers and causes of violent extremism; | | | | | | | Annual indicator, next report due March 2011. |
| (c) Development of a risk-based preventing violent extremism action plan; | | | | | | | Annual indicator, next report due March 2011. |
| (d) Effective oversight, delivery & evaluation of projects & actions | | | | | | | Annual indicator, next report due March 2011. |
| Development Control & Major Developments | | | | | | | |
| NI157a Processing of major applications within 13 weeks | | 60.00 | R | 57.14 | 60.00 | A | 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 | 91.87 | 65.00 | G | 89.92 | 65.00 | G | |
| NI157c Processing of other applications within 8 weeks | 96.34 | 80.00 | G | 94.62 | 80.00 | G | |
| DCMD 001 % Planning appeals allowed against refusal decision | 37.50 | 30.00 | R | 38.89 | 30.00 | R | Performance affected by several adverse outcomes against low overall number of decisions. |

Priority Service Indicators 2010/2011
April - December 2010

| | Quarter Two Actual | Quarter Two Target | Quarter Two Performance | Quarter Three Actual | Quarter Three Target | Quarter Three Performance | Comment |
|--|--------------------|--------------------|-------------------------|----------------------|----------------------|---------------------------|---|
| Environmental Services | | | | | | | |
| NI 185 CO2 reductions from local authority operations (%) | | | | | | | Annual Indicator Data not due until March 2011. |
| NI 186 Per capita reduction in CO2 emissions in the LA area | | | | | | | Annual Indicator Data not due until March 2011. |
| NI 188 Planning to adapt to climate change (score) | | | | | | | Annual Indicator Data not due until March 2011. |
| ES 001 % of abandoned vehicles investigated in 24 hours | 100.00 | 98.00 | G | 100.00 | 98.00 | G | |
| ES 002% of abandoned vehicles removed within 24 hours | 95.45 | 88.00 | G | 96.30 | 88.00 | G | |
| Finance | | | | | | | |
| NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events | 10.29 | 11.00 | G | 12.73 | 11.00 | R | The emphasis continues to be on changes of circumstances. Total volume of outstanding documents has reduced. Consequently, an improvement over November. |
| BV009 % Council Tax collected : EXCH001 | 58.44 | 49.40 | G | 86.69 | 74.00 | G | |
| BV010 % NNDR collected : EXCH002 | 58.91 | 49.50 | G | 86.97 | 74.10 | G | |
| BV078a Average time for new HB/CTB claims EXCH003 | 17.32 | 20.00 | G | 18.74 | 20.00 | G | |
| BV078b Average time to process change in circumstances : EXCH004 | 8.23 | 13.00 | G | 11.31 | 13.00 | G | |
| BV079bi.05 % HB Recovered: Overpayment EXCH005 | ? | 78.00 | ? | 64.26 | 78.00 | R | As we are above target for the collection of previous years arrears of Housing benefit overpayment, resources will be diverted in order to concentrate on ways to improve current years collection. We are also contacting other LA's to share best practice. |
| BV079bii.05 % HB Recovered: including outstanding EXCH006 | ? | 10.50 | ? | 32.64 | 27.00 | G | |

Priority Service Indicators 2010/2011
April - December 2010

| | Quarter Two Actual | Quarter Two Target | Quarter Two Performance | Quarter Three Actual | Quarter Three Target | Quarter Three Performance | Comment |
|--|--------------------|--------------------|-------------------------|----------------------|----------------------|---------------------------|--|
| BV079biii.05 % HB O'Pay: Written Off EXCH007 | ? | 3.00 | ? | 2.97 | 4.00 | G | |
| FIN 001 % Invoices paid within 30 days | 98.22 | 98.00 | G | 98.39 | 98.00 | G | |
| 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; | | | | | | | Annual indicator, next report due March 2011. |
| (b) Percentage dwellings occupied with a high energy efficiency rating | | | | | | | Annual indicator, next report due March 2011. |
| HS 001 Housing advice: repeat homelessness cases | 1.00 | 3.00 | G | 1.00 | 4.00 | G | |
| People & Improvement | | | | | | | |
| HR 012 Work days lost due to sickness | 3.27 | 4.02 | G | 5.28 | 6.03 | G | Sickness is broken down as 56% short term and 44% long term. |
| Planning Policy & Estates | | | | | | | |
| NI159 Supply of ready to develop housing sites | | | | | | | Annual indicator, next report due March 2011. |
| NI170 Previously developed land that has been vacant or derelict for more than 5 years | | | | | | | Annual indicator, next report due March 2011. |
| PAHP 001 No of Conservation Areas | 58.00 | 59.00 | A Sept | | | | Now monitored 6 monthly - data not due until March 2011 |
| PAHP 002 % Conservation Areas with up to date Character Appraisals | 41.38 | 55.93 | R Sept | | | | Now monitored 6 monthly - data not due until March 2011 |
| PAHP 003 % of Conservation Areas with published Management Plans | 82.76 | 82.76 | G | | | | Now monitored 6 monthly - data not due until March 2011 |

Priority Service Indicators 2010/2011
April - December 2010

| | Quarter Two Actual | Quarter Two Target | Quarter Two Performance | Quarter Three Actual | Quarter Three Target | Quarter Three Performance | Comment |
|--|--------------------|--------------------|-------------------------|----------------------|----------------------|---------------------------|---|
| 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 | | | | | | | Annual indicator, next report due March 2011. |
| RH 001 Number of visits to Banbury Museum in person (per 1000 population) | 765.37 | 763.69 | G | 1098.97 | 1123.92 | A | Winter snow reduced Museum's footfall. |
| RH 002 Number of pupils visiting Banbury Museum (per 1000 population) | 1233.00 | 1100.00 | G | 2136.00 | 2250.00 | A | Some schools cancelled visits due to snow fall. |
| NI 184 Food establishments in the area which are broadly compliant with food hygiene law (%) | | | | | | | Annual indicator, next report due March 2011. |
| Safer Communities , Urban & Rural Services | | | | | | | |
| NI032 Repeat incidents of domestic violence | | | | | | | Data not available from Thames Valley Police. |
| Cross-Service Indicator | | | | | | | |
| NI182 Satisfaction of business with LA regulation services | 89.79 | 92.00 | A Sept | 90.72 | 92.00 | A | Quarterly report |

Number Green and Amber
Percentage

18
85.71%

Overall Status

Red