







Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP1.2.01 Number of Homeless Households living in Temporary Accommodation (TA)	Cllr C Pruden	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Nicola Riley</li> </ul>	Smaller Is Better	68	45	▲	➔
<p><b>Commentary</b>                      Those homeless and housed in temporary accommodation has remained above target throughout the last quarter. This is due to an increase in vulnerable homeless households approaching the Council for support.                      The number represents those who are accommodated as an average throughout the quarter. Therefore at times it is higher and lower as people move in and out. There can typically be 20 new placements within a month, so a considerable number of people are moving out similarly. The number also represents both those in hotels and in self contained units of temporary accommodation. The affordability of accommodation locally combined with high demand for social housing is leading to increased demands on homelessness services and temporary accommodation in turn.</p>							
BP1.2.04 No of affordable homes delivered	Cllr C Pruden	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Nicola Riley</li> </ul>	Bigger Is Better	71	50	★	➔
<p><b>Commentary</b>                      The 71 homes delivered comprised 48 for affordable rent, 12 social rent and 11 shared ownership.</p>							
BP1.2.05 % of Homelessness cases successfully prevented rather than relief/main duty being applied	Cllr C Pruden	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Richard Smith</li> </ul>	Bigger Is Better	78%	60%	★	n/a
<p><b>Commentary</b>                      Caseloads have increased by about 11% this quarter and the service remains very busy. Despite these challenges the team are still managing to prevent homelessness negating the need for temporary accommodation.</p>							

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP1.2.06 Average time taken to process Housing Benefit New Claims and council tax reduction (Days)	Cllr L McLean	<ul style="list-style-type: none"> <li>▪ Michael Furness</li> <li>▪ Stephen Hinds</li> </ul>	Smaller Is Better	15 days	18 days	★	↘
<b>Commentary</b> We are continuing to monitor the work in this area							
BP1.2.07 Average time taken to process Housing Benefit Change Events & council tax reduction (Days)	Cllr L McLean	<ul style="list-style-type: none"> <li>▪ Michael Furness</li> <li>▪ Stephen Hinds</li> </ul>	Smaller Is Better	3 days	8 days	★	↘
<b>Commentary</b> We are continuing to monitor the work in this area							
BP1.2.08 % of Major Planning Applications determined to National Indicator	Cllr J Conway	<ul style="list-style-type: none"> <li>▪ David Peckford</li> <li>▪ Ian Boll</li> </ul>	Bigger Is Better	93.8%	60.0%	★	↗
<b>Commentary</b> 16 Major Planning Applications were determined during Q1 2024/25, 15 of which were determined within the National Indicator target or agreed timeframe.							
BP1.2.09 % of Non-Major Planning Applications determined to National Indicator	Cllr J Conway	<ul style="list-style-type: none"> <li>▪ David Peckford</li> <li>▪ Ian Boll</li> </ul>	Bigger Is Better	86.5%	70.0%	★	↗
<b>Commentary</b> 310 Non-Major Planning Applications were determined during Q1 2024/25, 268 of them within National Indicator target or agreed timeframe.							

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP1.2.10 % of Major Applications overturned at appeal	Cllr J Conway	<ul style="list-style-type: none"> <li>▪ David Peckford</li> <li>▪ Ian Boll</li> </ul>	Smaller Is Better	18.8%	10.0%		
<p><b>Commentary</b> We have had a high number of appeals this year compared to previous years and as a result there have also been more appeals allowed. We are reviewing this and seeking to ensure that the recommendations we make on major applications are sound. We will also provide guidance and advice to the planning committee members to ensure they are fully informed when determining applications at planning committee.</p>							
BP1.2.11 % of Non-Major Applications overturned at appeal	Cllr J Conway	<ul style="list-style-type: none"> <li>▪ David Peckford</li> <li>▪ Ian Boll</li> </ul>	Smaller Is Better	1.0%	10%		
<p><b>Commentary</b> 3 Non-Major Planning Applications were allowed at Appeal by the Planning Inspectorate during Q1 2024/25, set against a total of 310 Non-Major Planning Applications determined by the Council during that period.</p>							
BP1.2.12 Average time taken for new applications to be responded to within 15 working days	Cllr C Pruden	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Richard Smith</li> </ul>	Smaller Is Better	13 days	15 days		n/a
<p><b>Commentary</b> The average time taken to respond to new housing register applications during the quarter was 13 working days. Due to a high number of applications received at the start of the year the time taken to respond was higher at the start of the quarter. Measures were implemented to help reduce this and the time taken to respond has steadily reduced throughout the quarter as a result, to an average of 13 days.</p>							
BP1.2.14 % of Building Control full plans assessed within 5 weeks (or longer with applicant's agreement)	Cllr J Conway	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Tony Brummell</li> </ul>	Bigger Is Better	92.30%	95%		n/a
<p><b>Commentary</b> We have seen an upturn in the number of applications received - our market share is currently 73% compared with 63% in 2023/24. Our target of 95% has therefore not been reached. Where there have been delays we always contact the applicant to explain why and agree a target response date.</p>							

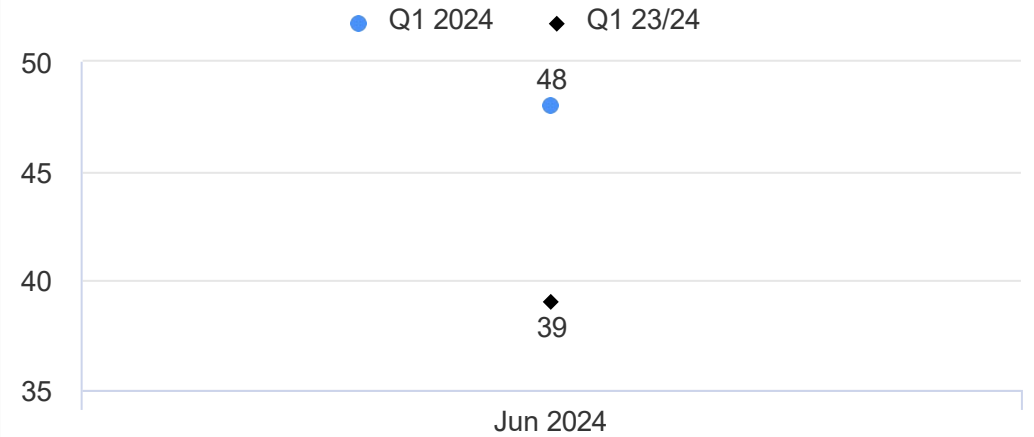
## Housing that meets your needs - Monitoring Measures

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

### BP1.2.03 Homes improved through enforcement action

#### Commentary

This quarter the Housing Standards Team closed 48 cases which resulted in works being undertaken to properties following formal or significant informal action by the team. This shows Housing Standards Team have increased enforcement actions compared with the same period last year. Overall we closed 106 reactive service requests in Q1 of this year, of which 45% were classified as formal or informal action upon closure. In Q1 of 2023 we closed 100 reactive service requests, of which 30% were classified as formal or informal action.



Supporting environmental sustainability - KPIs 2024-2025

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP2.2.01 % Waste Recycled & Composted	Cllr I Middleton	<ul style="list-style-type: none"> <li>■ Ed Potter</li> <li>■ Ian Boll</li> </ul>	Bigger Is Better	55.74%	54%	★	↗
BP2.2.03 % of Climate Action Plan delivering to target	Cllr D Hingley	<ul style="list-style-type: none"> <li>■ Ian Boll</li> <li>■ Jo Miskin</li> </ul>	Bigger Is Better	61.48%	66%	★	n/a

**Commentary**

In the Q1, out of total 122 Climate Actions, 91 actions were On-going, 16 actions were On-hold, and 15 actions were got Completed. The actions were further marked as per their RAG ratings for Q1, and out of total 122 Climate Actions, 75 actions were in Green, 37 were in Amber and 10 actions were in Red. The Climate Action Team has grown from 1 team member to 3 in this quarter and this has helped and will help in improving the rate of working and achieving Climate Targets further for the Council and Cherwell overall. We are continuously building the team and strengthening relations with internal and external stakeholders/networks to accelerate Climate Actions.

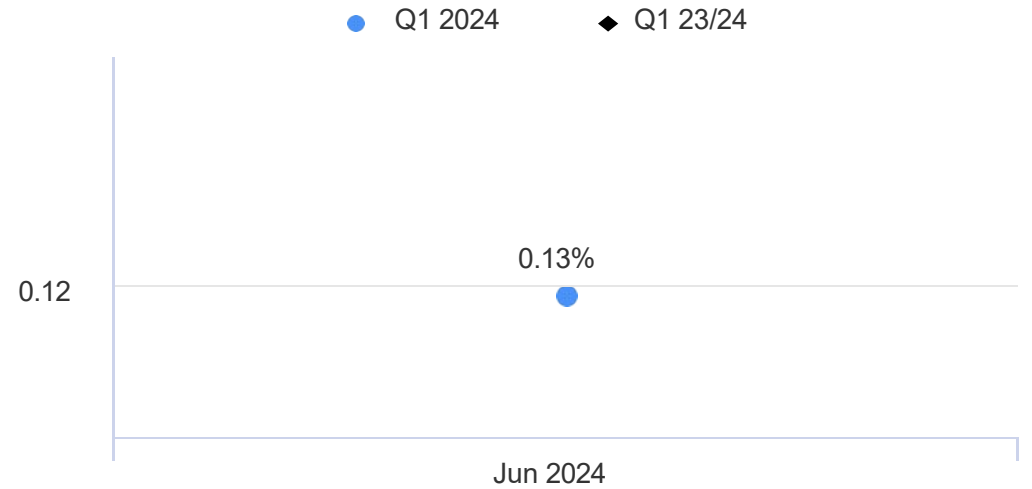
## Supporting environmental sustainability - Monitoring Measures

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

### BP2.2.04 % of missed waste containers

#### Commentary

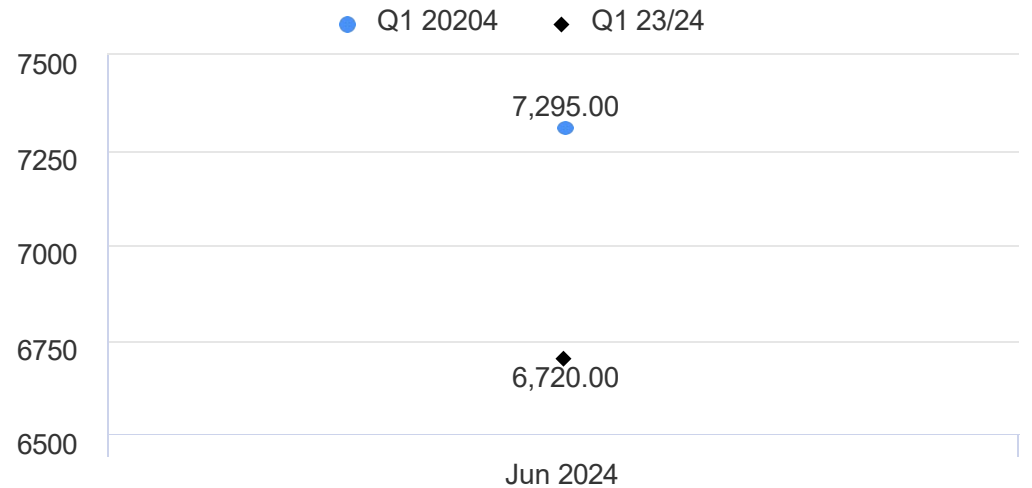
0.13% missed collections is on average 8 per crew per week with each crew collecting 6,350 containers per week. This measure is new for 2024/2025 therefore no comparison data for the previous year is available.



### BP2.2.01d Tonnes residual household waste collected

#### Commentary

Now all the verified figures are in from OCC the Residual Waste is 50 tonnes up compared to 1st Quarter of last year. This is a good performance as with 2,000 more properties we would expect the residual tonnage to have increased by approximately 250 tonnes in the first quarter.

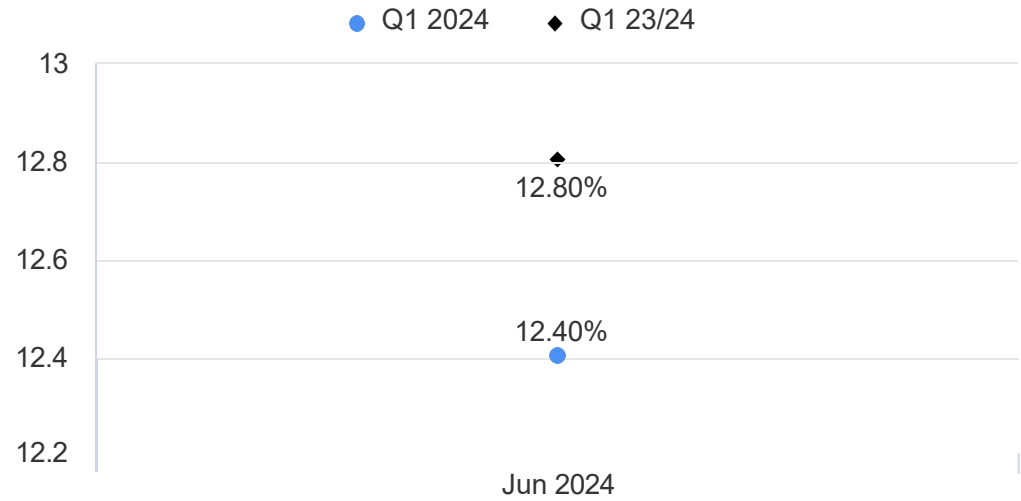


BP2.2.07 % of Recycling Contamination rate

Commentary

The percentage of contamination in the Blue bin is down by 0.4% compared to last year this is because of the continued work of the service development team educating residents with social media, events and visiting residents.

These figures are reported monthly to CDC by the processor Casepak and the average contamination for the Dry Recycling in the first three months was 12.4% with last year the contamination being 12.8%. These contamination rates are very good compared to the other councils that Casepak service.



An enterprising economy with strong and vibrant local centres - KPIs 2024-2025

Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP3.2.01 % of Council Tax collected, increase Council Tax Base	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Bigger Is Better	29.22%	29%	★	↘
BP3.2.02 % of Business Rates collected, increasing NNDR Base	Cllr L McLean	<ul style="list-style-type: none"> <li>■ Michael Furness</li> <li>■ Stephen Hinds</li> </ul>	Bigger Is Better	34.15%	31%	★	↗



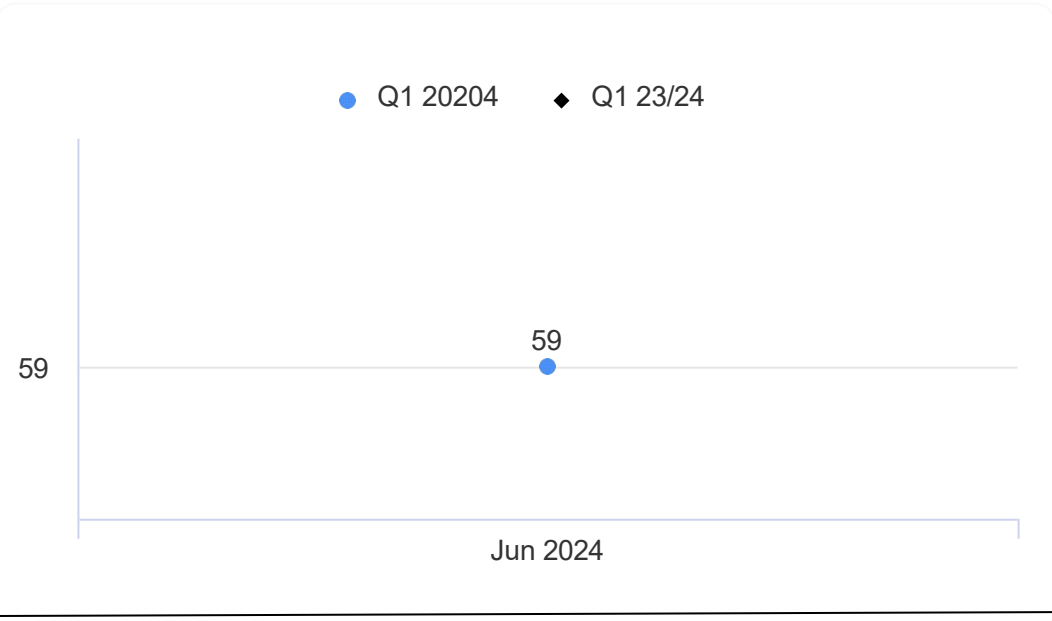
Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

BP3.2.04 No. of businesses engaged through UKSPF and REPF funded programmes

59 businesses were engaged, benefitting from  
 \* Business enterprise activity in a secondary school.  
 \* Support to the Cherwell Business Awards, in order to recognise and showcase the achievements of Cherwell businesses.

This measure is new for 2024/2025 therefore no comparison data for the previous year is available.

Commentary

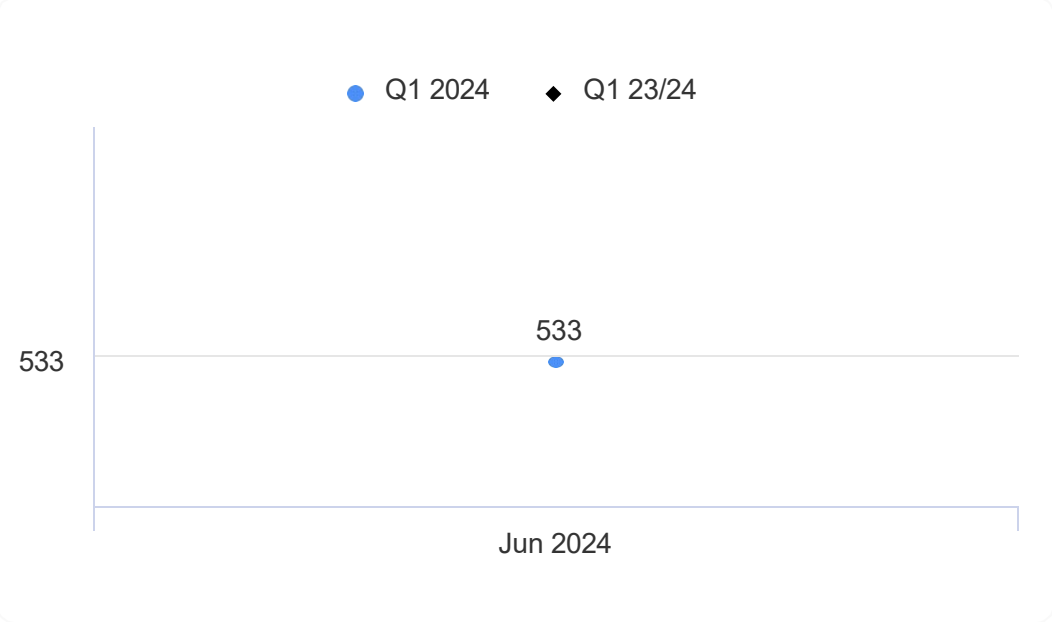


BP3.2.05 No. of residents engaged through UKSPF and REPF funded programmes

533 residents were engaged, benefitting from  
 \* Increased access to cultural and arts activities through drama clubs in primary schools in deprived wards; a community music workshop programme; and widened participation in cultural activities and attendance at performances at a theatre and arts centre.  
 \*Widened access to an existing community garden through new events to bring communities together.  
 \*Students engaged in enterprise activity in secondary schools in partnership with Young Enterprise.

This measure is new for 2024/2025 therefore no comparison data for the previous year is available.

Commentary



Healthy, resilient and engaged communities - KPIs 2024-2025

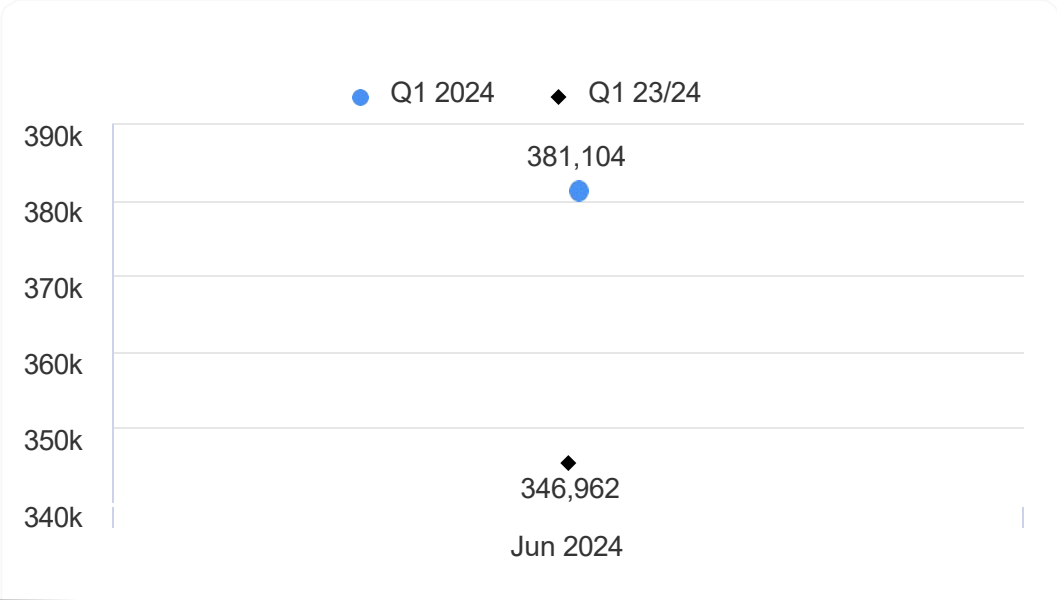
Measure	Portfolio Holder	Director/Lead Officer	Good is	Qtr Actual	Qtr Target	R.A.G	Direction of Change
BP4.2.04 % of due food hygiene inspections of premises rated A-D completed	Cllr R Parkinson	<ul style="list-style-type: none"> <li>▪ Ian Boll</li> <li>▪ Tim Hughes</li> </ul>	Bigger Is Better	98.63%	95%	★	↕
<p><b>Commentary</b> 72 out of 73 completed, the one not completed was due to the premises being shut as the owner was on holiday (1 Month)</p>							

## Healthy, resilient and engaged communities – Monitoring Measures

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

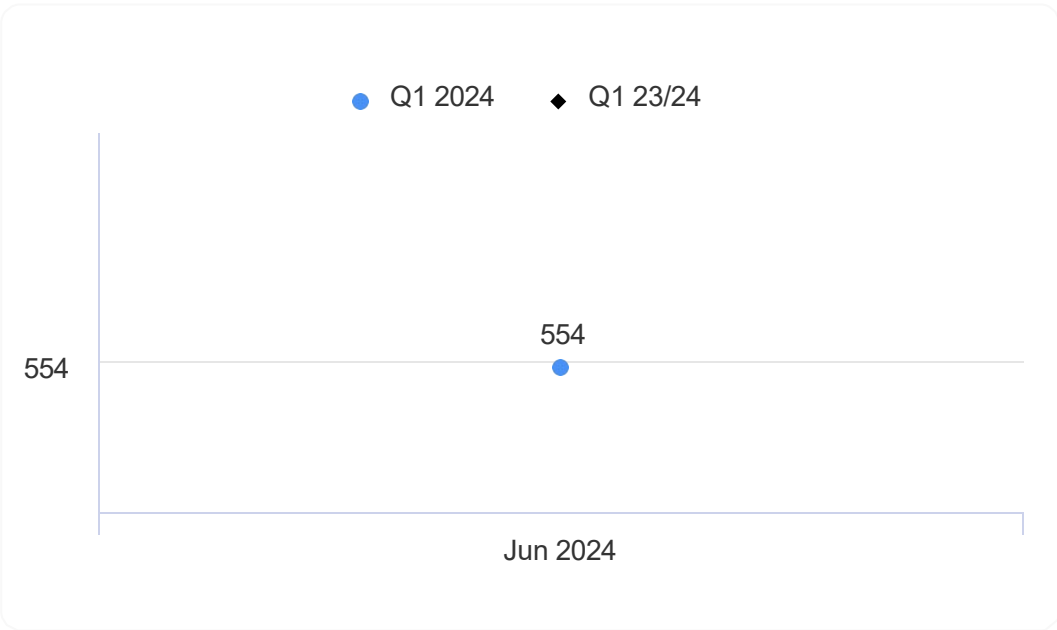
### BP4.2.01 Number of Visits/Usage of all Leisure Facilities within the District

**Commentary** Usage figures for the Leisure Centres/Facilities have increased against the same period last year. Bicester visits are up 13,000 on April to June 24, Kidlington by circa 13,000 and Spiceball by 14,000



### BP4.2.02 Residents who have taken part in programmes contributing to improving health inequalities

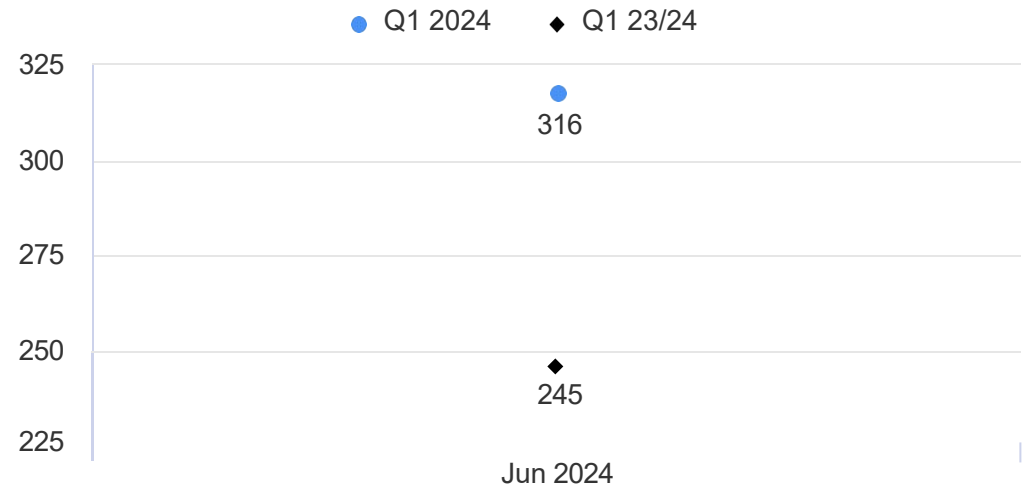
**Commentary** The 554 figure is the number of residents that have registered in April - June on Health prevention programmes You Move and Move Together. You Move a programme helping families access opportunities and Move Together working with adults with long term conditions are having a big impact on residents health and few examples of this from the end of year reports are below.  
 You Move - 49% of Adults and 52% of children have increased their activity levels. 50% of adults and 42% of children have reported and improvement in their wellbeing and happiness. 24% of all children eligible for Free School Meals are on the programme demonstrating targeted nature.  
 Move Together 60% of adults have increased their activity levels while being on Move Together. 54% of participants reported their perception of health had improved after 3 months.  
 This measure is new for 2024/2025 therefore no comparison data for the previous year is available.



## BP4.2.05 Number of Illegal Fly Tips

### Commentary

This is an increase of 71 on the same period in 2023. Of the 316 reports received 261 were investigated.

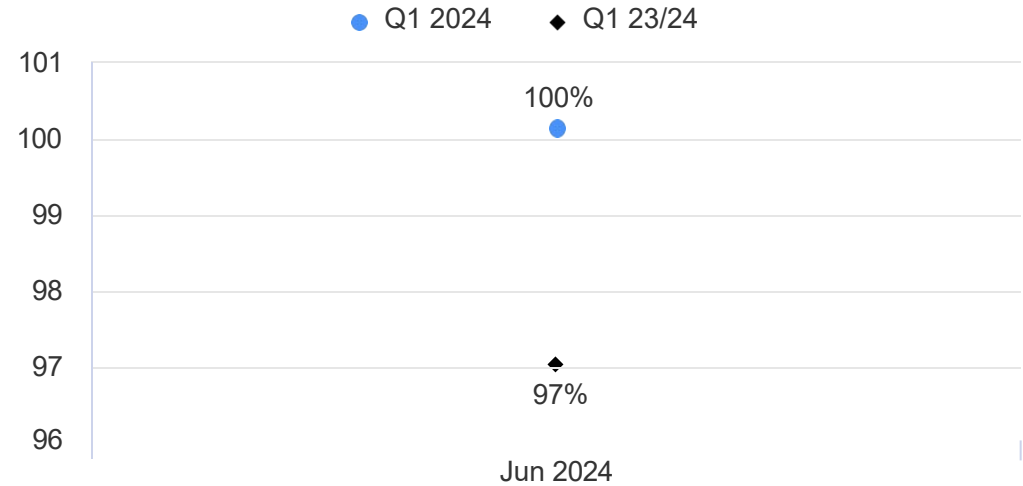


## Organisational Health - Monitoring Measures

Please note in all the charts below the blue line represents the current performance and the black line the previous financial year 2023-24

### BP5.1.02 Non-ringfenced reserves as percentage of service spend

**Commentary** 4.8% decrease on Q4 of 2023/24, due to service spend forecast to be slightly higher than 2023/24 and some usage of reserves approved in Q1 of 2024/25.



### BP5.1.07 Number of upheld complaints

**Commentary** There were 16 upheld complaints comprising of: Environmental Services - due to delays, missed bins or delay in responding to complaints or the manner it was handled, 10. Finance and Governance + S151 - mostly related to system problems affecting benefits or tax payments, 5. And Customers and Service Development, at specific aspects of complaint which had to be reviewed by service officer, 1.

