

**WEST OXFORDSHIRE DISTRICT COUNCIL**  
**ECONOMIC & SOCIAL OVERVIEW AND SCRUTINY COMMITTEE**  
**THURSDAY, 10<sup>TH</sup> JULY 2014**  
**PERFORMANCE INDICATORS – YEAR END 2013/14**  
**REPORT OF THE HEAD OF BUSINESS INFORMATION AND CHANGE**  
**SERVICES**

**(Contact: Mike Clark, Tel: (01993) 861197)**

(The report is for information)

**1. PURPOSE**

The purpose of this report is to provide information on the Council's performance for the year 2013/14.

**2. RECOMMENDATIONS**

That the report be noted.

**3. BACKGROUND**

- 3.1 Appendix A to this report provides detailed information as at the end of the year 2013/14 for performance indicators relating to Community Services, Housing Services, Planning and Sustainable Communities and Leisure and Tourism Services. Appendix A includes quarterly and annually reported Performance Indicators. The key column for consideration is the extreme right traffic light which shows the full year outturn performance.
- 3.2 Analysis of the results has highlighted that the Council's overall performance for these services is good.
- 3.3 There are 14 Performance Indicators reported to this Committee. Of these, for 2013/14, 11 (79%) indicators have achieved target or are within tolerance (Green) and three (21%) have missed target (Red). These are discussed in more detail below:-

**Red Indicator – Missed target**

**HO2 - Number of households living in Temporary Accommodation**

Target: Less than 7

Actual: 14

The outturn for Quarter 4 reflects an increasing number of households becoming homeless and difficulties in securing permanent accommodation for them in social rented accommodation because of the lack of vacancies or in private rented accommodation.

**PL4 - Percentage of full plans checked within 21 calendar days of receipt**

Target: 90%

Actual: 76.87%

Building Control have experienced pressures mainly associated with the introduction of the LEAPs computer system over the past 3 months. These pressures will continue until the implementation of the new system. It is anticipated that a change to working practices will provide an improvement in performance in the future.

**PL5 - Percentage of standard searches carried out in 6 working days**

Target: 90%

Actual: 82.82%

Performance in this area continues to be under target. Improved process and monitoring procedures have now been implemented which should improve the situation in the future.

3.4 A table showing this year's performance compared with last year is below.

<b>Indicator Result</b>	<b>Total number of PIs reported</b>		<b>%</b>	<b>%</b>
	<b>2013/14</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2012/13</b>
Green (On or above target or within tolerance)	<b>11</b>	12	<b>79</b>	80
Red (Missed target)	<b>3</b>	3	<b>21</b>	20
<b>Total</b>	<b>14</b>	<b>15</b>	<b>100</b>	<b>100</b>

**4. AUDIT OF SAFEGUARDING OF CHILDREN AND YOUNG PEOPLE**

4.1 West Oxfordshire District Council, together with other authorities and agencies across Oxfordshire undertook a self-assessment of the degree to which the Council meets its obligations to safeguard the welfare of children and young people as set out under Section 11 of the Children's Act for the year. This self-assessment was then subject to peer review by other organisations through the Oxfordshire Safeguarding Children Board.

4.2 The Council met all its requirements and was rated at least 'good' in all areas. One specific action for the year ahead is for the Shared Head of Leisure and Communities to ensure that the Council's leisure management contractor, GLL continues to meet the requirements of the Council's safeguarding children strategy.

**5. ALTERNATIVES/OPTIONS**

Not applicable.

**6. FINANCIAL IMPLICATIONS**

None.

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Background Papers:

None

## Economic & Social Overview & Scrutiny Committee 2013 - 14

### Community Services

PI Code	Indicator	Quarter 4 Return	Quarter 4 Target	Quarter 4 RAG status	Year End 2012/13	Year End 2013/14	Target 2013/14	Overall RAG Status	Comments
CS5	Maintain West Oxon position within the top quartile of all crime per 1000 population within the Thames Valley	Yes	Top 25% of all councils in Thames Valley	Green	Yes	Yes	Top 25% of all councils in Thames Valley	Green	

### Housing Services

HO1	Number of affordable homes delivered (gross)	0	0	Green	31	51	51	Green	This is part of a target of 200 over 2013/14 and 2014/15. The majority of the homes are expected to be completed in 2014/15.
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PI Code	Indicator	Quarter 4 Return	Quarter 4 Target	Quarter 4 RAG status	Year End 2012/13	Year End 2013/14	Target 2013/14	Overall RAG Status	Comments
HO2	Number of households living in Temporary Accommodation	14	<7	Red	8	14	<7	Red	Outturn reflects an increasing number of households becoming homeless and difficulties in securing permanent accommodation in social rented accommodation because of the lack of vacancies or in private rented accommodation
HO3	Total number of cases where positive action was successful in preventing or relieving homelessness	414	370	Green	385	414	370	Green	95 households were prevented from becoming homeless during quarter 4. This reflects an increase in the number of homelessness preventions over the year.
HO4	The average length of stay in bed and breakfast, shared or self-contained annex accommodation of all Households	4 weeks	<6 weeks	Green	7.7 weeks	4.75 weeks	<6 weeks	Green	This figure only applies to those who have been able to move on from temporary accommodation. Although it has been possible to meet the target during the year, an increasing number are in temporary accommodation for longer due to an inability for them to move on.

PI Code	Indicator	Quarter 4 Return	Quarter 4 Target	Quarter 4 RAG status	Year End 2012/13	Year End 2013/14	Target 2013/14	Overall RAG Status	Comments
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### Planning and Sustainable Communities

PL1	Percentage of planning applications as measured against target for 'major' application type	66.67%	70%	Amber	54%	63.87%	70%	Green	Eight out of 12 applications were dealt with on time in Q4, and 23 out of 36 over the year. Delays were due to lengthy negotiations on legal agreements. The annual target was met within the tolerance allowed of 15%. This performance represents a substantial improvement from 2012/13.
PL2	Percentage of planning applications as measured against target for 'minor' application type	80.52%	85%	Amber	83.52%	84.63%	85%	Green	This performance indicator met its target within tolerance and is an improvement on 2012/13.
PL3	Percentage of planning applications as measured against target for 'other' application type	77.56%	93%	Red	94.27%	89.77%	93%	Green	This performance indicator met its target within tolerance.

PI Code	Indicator	Quarter 4 Return	Quarter 4 Target	Quarter 4 RAG status	Year End 2012/13	Year End 2013/14	Target 2013/14	Overall RAG Status	Comments
PL4	Percentage of full plans checked within 21 calendar days of receipt	44%	90%	Red	80.89%	76.87%	90%	Red	Building Control have experienced pressures mainly associated with the introduction of the LEAPs computer system over the past 3 months. These pressures will continue until the implementation of the new system. It is anticipated that a change to working practices will provide an improvement in performance in the future.
PL5	Percentage of standard searches carried out in 6 working days	74.41%	90%	Red	96.78%	82.82%	90%	Red	Performance in this area continues to be under target. Improved process and monitoring procedures have now been implemented which should improve the situation in the future.

PI Code	Indicator	Quarter 4 Return	Quarter 4 Target	Quarter 4 RAG status	Year End 2012/13	Year End 2013/14	Target 2013/14	Overall RAG Status	Comments
PL6	The number of planning appeals decisions allowed against the Authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	33.33%	30%	Amber	10.51%	15.48%	30%	Green	Whilst a number of appeals were allowed in Quarter 4, over the year this indicator was well within target.
PL7	Claimant Count (JSA)	1%	Top 25% SE councils (1%)	Green	1.4%	1%	Top 25% SE councils (1%)	Green	

### Leisure and Tourism

LTI	Tourism - Economic impact of tourism activity on the district	Reported Annually			£260.4m	£268.2m	£265.3m	Green	
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<b>PI Code</b>	<b>Indicator</b>	<b>Quarter 4 Return</b>	<b>Quarter 4 Target</b>	<b>Quarter 4 RAG status</b>	<b>Year End 2012/13</b>	<b>Year End 2013/14</b>	<b>Target 2013/14</b>	<b>Overall RAG Status</b>	<b>Comments</b>
LT2	Sports and Leisure - Total number of leisure centre visits (Windrush, Chipping Norton, Carterton and Bartholomew) excluding school visits.	705,522	685,368	Green	664,109	705,522	685,368	Green	