

WEST OXFORDSHIRE DISTRICT COUNCIL
ECONOMIC AND SOCIAL OVERVIEW AND SCRUTINY COMMITTEE
THURSDAY 18TH SEPTEMBER 2014
PERFORMANCE INDICATORS – QUARTER 1 2014/15
REPORT OF THE HEAD OF BUSINESS INFORMATION AND CHANGE
SERVICE

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

(The report is for information)

1. PURPOSE

To provide information on the Council's performance as at the end of Quarter 1, 2014/15.

2. RECOMMENDATION

That the report be noted.

3. BACKGROUND

3.1 [Appendix A](#) to this report provides detailed performance information as at the end of Quarter 1 2014/15 for performance indicators relating to Public Protection, Housing Support, Planning and Strategic Housing, Leisure and Communities and Legal and Property Services.

3.2 Analysis of the results has highlighted that the Council's overall performance for these services remains good.

3.3 There are 14 Performance Indicators relating to the work of this Committee. Of these 13 report quarterly and one has an annual target

3.4 Reported performance indicates that 10 (77%) achieved target (Green) and two (15%) missed target (Red) and one (8%) has missed target but is within tolerance (Amber). The under performing indicators are considered in more detail below:

Red Indicator - Missed target

PL2 - Percentage of planning applications as measured against target for 'minor' application type

Target: 85%

Actual: 73.96%

Performance for this indicator is usually on target or within tolerance. The Development Management service has been significantly affected by staff turnover/vacancies coupled with an influx of contentious applications and pre application enquiries compounded by the implementation of a new computer system. These temporary impacts should diminish by Quarter 3.

PL4 – Percentage of full plans checked within 21 calendar days of receipt

Target: 90%

Actual: 54.96%

Building Control continue to experience pressures associated with the introduction of the LEAPs computer system. 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.

Amber Indicator – Marginal Miss

PL3 - Percentage of planning applications as measured against target for 'other' application type

Target: 93%

Actual: 91.10%

As for PL2 above, performance for this indicator is usually on target or within tolerance. The Development Management service has been significantly affected by staff turnover/vacancies coupled with an influx of contentious applications and pre application enquiries compounded by the implementation of a new computer system. These temporary impacts should diminish by Quarter 3.

4. ALTERNATIVES/OPTIONS

Not applicable.

5. FINANCIAL IMPLICATIONS

None.

Phil Martin
Head of Business Information and Change Service

(Author: Mike Clark. Tel: (01993) 861197; Email: mikeclark@westoxon.gov.uk)

Date: 4th September 2014

Background Papers:

None

**Economic & Social Overview & Scrutiny
Committee 2014/15**

PI Code	Indicator	Quarter 1 Return	Quarter 1 Target	Quarter 1 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
Public Protection								
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	Top 25% of all councils in Thames Valley	Green	
Revenues and Housing Support								
HO2	Number of households living in Temporary Accommodation	4	<7	Green	4	<7	Green	
HO3	Total number of cases where positive action was successful in preventing or relieving homelessness	108	95	Green	108	380	Green	

PI Code	Indicator	Quarter 1 Return	Quarter 1 Target	Quarter 1 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
HO4	The average length of stay in bed and breakfast, shared or self-contained annex accommodation of all households	3 weeks	<6 weeks	Green	3 weeks	<6 weeks	Green	
Planning and Strategic Housing								
HO1	Number of affordable homes delivered (gross)	0	0	Green	0	149	Green	This is part of a target of 200 over 2013/14 and 2014/15. No completions were due in Q1. It is expected that the annual target will be met.
PL1	Percentage of planning applications as measured against target for 'major' application type	88.89%	70.00%	Green	88.89%	70.00%	Green	
PL2	Percentage of planning applications as measured against target for 'minor' application type	73.96%	85.00%	Red	73.96%	85.00%	Amber	Performance for this indicator is usually on target or within tolerance. The Development Management service has been significantly affected by staff turnover/vacancies coupled with an influx of contentious applications and pre application

PI Code	Indicator	Quarter I Return	Quarter I Target	Quarter I RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
								enquiries compounded by the implementation of a new computer system. These temporary impacts should diminish by Quarter 3.
PL3	Percentage of planning applications as measured against target for 'other' application type	91.10%	93.00%	Amber	91.10%	93.00%	Amber	The reasons for this are as set out for the performance indicator above.
PL4	Percentage of full plans checked within 21 calendar days of receipt	54.96%	90%	Red	54.96%	90%	Red	Building Control continue to experience pressures associated with the introduction of the LEAPs computer system. 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.
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	23.07%	30.00%	Green	23.07%	30.00%	Green	

PI Code	Indicator	Quarter I Return	Quarter I Target	Quarter I RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
Leisure and Communities								
LT1	Tourism - Economic impact of tourism activity on the district	REPORTED ANNUALLY				To be set	N/A	
LT2	Sports and Leisure - Total number of leisure centre visits (Windrush, Chipping Norton, Carterton and Bartholomew) excluding school visits.	200,028	172,500	Green	200,028	690,000	Green	
PL7	Claimant Count (JSA)	0.8%	0.8%	Green	0.8%	Top 25% SE councils (0.8%)	Green	
Legal and Property Services								
PL5	Percentage of standard searches carried out in 10 working days	91.53%	90%	Green	91.53%	90.00%	Green	There has been a slight increase in performance as more staff have been deployed to answer the searches and processes have been aligned with a view to implementation of a new computer system. The target for this indicator has also been changed from 6 to 10 working days to give the same target across West Oxfordshire and Cotswold.