

**WEST OXFORDSHIRE DISTRICT COUNCIL**  
**ECONOMIC AND SOCIAL OVERVIEW AND SCRUTINY COMMITTEE**  
**THURSDAY 26<sup>TH</sup> MARCH 2015**  
**PERFORMANCE INDICATORS – QUARTER 3 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 3, 2014/15.

**2. RECOMMENDATIONS**

That the report be noted.

**3. BACKGROUND**

- 3.1 Appendix A to this report provides detailed performance information as at the end of Quarter 3 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 8 (62%) achieved target (Green), 4 (30%) missed target (Red) and 1 (8%) missed target but is within tolerance (Amber). The under performing indicators are considered in more detail below:

**Red Indicators**

**RH8 – Number of households living in temporary accommodation**

Target: < 7

Actual: 11

There continue to be problems with void turn around times at Cottsway. We have started a business process redesign with them and are working to improve their process so that ours will in turn be improved for the benefit of both sets of customers. The performance is being monitored closely.

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

Target: 85%

Actual: 59.81%

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

Target: 93%

Actual: 82.63%

Performance has been affected during the implementation of the new computer systems and the bedding in of revised processes, the full implementation of which began at the commencement of this quarter. Performance should be considerably improved in Quarter 4.

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

Target: 90%

Actual: 35.14%

Delays are currently being experienced due to staff learning to use the new computer system, but it is expected that performance will have improved by the end of Quarter 4.

**Amber Indicator**

**PL1 - Percentage of planning applications as measured against target for 'major' application type**

Target: 70%

Actual: 60%

Performance has been affected during the implementation of the new computer systems and the bedding in of revised processes, the full implementation of which began at the commencement of this quarter. Performance should be considerably improved in Quarter 4.

**4. ALTERNATIVES/OPTIONS**

Not applicable.

**5. FINANCIAL IMPLICATIONS**

None.

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Date: 23 February 2015

Background Papers:  
None

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

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
<b>Public Protection</b>								
PP4	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	
<b>Revenues and Housing Support</b>								
RH8	Number of households living in temporary accommodation	11	<7	Red	11	<7	Red	This is very much still work in progress. We have started a business process redesign with Cottsway and are working to improve their process so that ours will in turn be improved for the benefit of both sets of customers. The performance is being monitored closely.

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
RH9	Total number of cases where positive action was successful in preventing of relieving homelessness	346	285	Green	346	380	Green	
RH10	The average length of stay in bed and breakfast, shared or self-contained annex accommodation of all households	4 weeks	6 weeks	Green	4 weeks	6 weeks	Green	
<b>Planning and Strategic Housing</b>								
PLI	Percentage of planning applications as measured against target for 'major' application type	60.00%	70.00%	Amber	61.11%	70.00%	Amber	Performance has been affected during the implementation of the new computer systems and the bedding in of revised processes, the full implementation of which began at the commencement of this quarter. Performance should be considerably improved in Q4.

<b>PI Code</b>	<b>Indicator</b>	<b>Quarter 3 Return</b>	<b>Quarter 3 Target</b>	<b>Quarter 3 RAG status</b>	<b>YTD 2014/15</b>	<b>Target 2014/15</b>	<b>Overall RAG Status</b>	<b>Comments</b>
PL2	Percentage of planning applications as measured against target for 'minor' application type	<b>59.81%</b>	<b>85.00%</b>	<b>Red</b>	<b>67.21%</b>	<b>85.00%</b>	<b>Red</b>	The reasons for this are as set out for the performance indicator above.
PL3	Percentage of planning applications as measured against target for 'other' application type	<b>82.63%</b>	<b>93.00%</b>	<b>Red</b>	<b>86.98%</b>	<b>93.00%</b>	<b>Red</b>	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	<b>35.14%</b>	<b>90.00%</b>	<b>Red</b>	<b>61.66%</b>	<b>90.00%</b>	<b>Red</b>	We are currently experiencing delays due to learning to use the new computer system but it is expected that performance will have improved by the end of Quarter 4.
PL5	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	<b>23.07%</b>	<b>30.00%</b>	<b>Green</b>	<b>22.22%</b>	<b>30.00%</b>	<b>Green</b>	

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments	
PL6	Strategic Housing: Number of affordable homes delivered (gross)	9	0	Green	15	149	Amber	Four houses were completed in Witney and 5 in Bladon. This is part of a target of 200 over 2013/14 and 2014/15 and at present it is expected that the target will be very close to being met in Quarter 4.	
<b>Leisure and Communities</b>									
LT1	Tourism - Economic impact of tourism activity on the district	<b>REPORTED ANNUALLY</b>				To be set	N/A		
LT2	Sports and Leisure - Total number of leisure centre visits (Windrush, Chipping Norton, Carterton and Bartholomew) excluding school visits.	544,446	517,500	Green	544,446	690,000	Green		
PL7	Claimant Count (JSA)	0.7%	Top 25% in South East	Green	0.7%	Top 25% in South East	Green		

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
<b>Legal and Property Services</b>								
LPI	Percentage of standard searches carried out in 10 working days	<b>94.93%</b>	<b>90.00%</b>	<b>Green</b>	<b>95.43%</b>	<b>90.00%</b>	<b>Green</b>	