

ServiceArea	Key	Description	Target2011	Target2012	Target2013	CP2011	PlaceSurvey	LAA	Note
BusTrans	BT3	Service Quality Benefits Realised %	75.00	75.00	75.00	FALSE	FALSE	FALSE	
BusTrans	BT5	Financial benefits Realized %	200,000.00	700,000.00	900,000.00	FALSE	FALSE	FALSE	
CityDev	BV204	Planning Appeals Successfully Defended %	63.00	64.00	65.00	FALSE	FALSE	FALSE	
CityDev	CPI1.5	Commission voluntary sector organizations to provide financial and other advice to individuals and families through provision of grants £	500,000.00	500,000.00	500,000.00	TRUE	FALSE	FALSE	
CityDev	NI154	Additional Homes Provided	416.00	400.00	400.00	TRUE	FALSE	TRUE	
CityDev	NI157a	Processing of Planning Applications Against Targets for Major Applications %	67.00	72.00	73.00	FALSE	FALSE	FALSE	
CityDev	NI157b	Processing of Planning Applications Against Targets for Minor Applications %	79.00	79.50	80.00	FALSE	FALSE	FALSE	
CityDev	NI157c	Processing of Planning Applications Against Targets for Other Applications %	88.00	89.00	90.00	FALSE	FALSE	FALSE	
CityDev	NI159	Ready to Develop Housing Sites %	100.00	100.00	100.00	FALSE	FALSE	FALSE	
CityDev	NI170	Developed Land Vacant or Derelict More Than 5 Years	2.00	1.50	1.50	FALSE	FALSE	FALSE	
CityHomes		Build New Council Homes	58.00			TRUE	FALSE	FALSE	
CityHomes	BV063	SAP Rating for LA Owned Dwelling (Avg)	72.00	72.00	72.00	TRUE	FALSE	FALSE	
CityHomes	BV064	Responsive Repairs	96.50	96.60	96.70	FALSE	FALSE	FALSE	
CityHomes	BV066a	Housing Rent Collected %	97.30	97.30	97.30	FALSE	FALSE	FALSE	
CityHomes	BV089	Satisfaction with Keeping public land clear of litter and refuse (Place Survey) %	57.00	N/A	59.00	FALSE	TRUE	FALSE	
CityHomes	BV212	Days to Re-Let Council Houses (Avg Days)	24.00	24.00	24.00	FALSE	FALSE	FALSE	
CityHomes	NI158	Decent Council Homes %	100.00	100.00	100.00	TRUE	FALSE	FALSE	
CityHomes	NI195a	Streets Below Standard: Litter %	4.00	3.50	3.00	TRUE	FALSE	TRUE	
CityHomes	NI195b	Streets Below Standard: Detritus %	7.00	6.50	6.00	FALSE	FALSE	TRUE	
CityHomes	NI195c	Streets Below Standard: Graffiti %	4.50	4.00	4.00	FALSE	FALSE	FALSE	
CityHomes	NI195d	Streets Below Standard: Fly-posting %	2.50	2.50	2.00	FALSE	FALSE	FALSE	
CityHomes	NI196	Level of Fly-Tipping	2.00	2.00	2.00	FALSE	FALSE	TRUE	

ServiceArea	Key	Description	Target2011	Target2012	Target2013	CP2011	PlaceSurvey	LAA	Note
CityWorks	BV090a	Satisfaction with Refuse Service (Place Survey) %	64.00	68.00	68.00	FALSE	TRUE	FALSE	
CityWorks	BV090b	Satisfaction with Doorstep Recycling Service (Place Survey) %	66.50	67.00	68.00	FALSE	TRUE	FALSE	
CityWorks	NI191	Residual Waste Per Household (kg)	519.00	516.00	513.00	FALSE	FALSE	TRUE	
CityWorks	NI192	Household Waste Recycled and Composted (%)	42.00	45.00	48.00	TRUE	FALSE	TRUE	
CityWorks	NI193	Municipal Waste Landfilled (Tonnes)	39,000.00	38,000.00	37,500.00	FALSE	FALSE	FALSE	
ComHD		Reduce the incidents of criminal damage against 2008/09 baseline %	5.00	Targets for 2012/13 will be set by TVP		TRUE	FALSE	FALSE	
ComHD		Reduce Assault with injury against the 2008/09 baseline %	5.40	Targets for 2012/13 will be set by TVP		TRUE	FALSE	FALSE	
ComHD	BV213*	Homelessness Cases Prevented	400.00	400.00	400.00	FALSE	FALSE	FALSE	
ComHD	CPI1.3	Community Associations with VISIBLE Standard	4.00	5.00	6.00	TRUE	FALSE	FALSE	
ComHD	CPI1.8	Satisfaction survey of users of community centres to assess aspirations for future developments increase satisfaction by March 2013	Baseline		10.00	TRUE	FALSE	FALSE	
ComHD	CPI4.11	Provide free holiday activities for young people between 5-19 in the most deprived areas in Oxford %	1,000.00	1,100.00	1,100.00	TRUE	FALSE	FALSE	
ComHD	NI021	Satisfaction with LA dealing with crime	32.00	N/A	34.00	TRUE	TRUE	FALSE	
ComHD	NI035	Resilience to Violent Extremism	16.00	18.00	19.00	FALSE	FALSE	FALSE	
ComHD	NI155	Affordable Homes Delivered	150.00	150.00	150.00	TRUE	FALSE	TRUE	
ComHD	NI156	Households in Temporary Accommodation	175.00	130.00	75.00	TRUE	FALSE	TRUE	
CorpAssets		Corporate Building Improvement Programme %	Programme will be confirmed in February 2010			FALSE	FALSE	FALSE	

ServiceArea	Key	Description	Target2011	Target2012	Target2013	CP2011	PlaceSurvey	LAA	Note
CustServ	BV009	Council Tax Collected %	97.00	98.00	98.00	FALSE	FALSE	FALSE	
CustServ	CPI6.10	Customers Getting through First Time on the Councils Main Service Lines %	90.00	91.00	92.00	TRUE	FALSE	FALSE	
CustServ	NI014	Avoidable contact: Customer Contacts Per Customer Request (Avg)	TBC			FALSE	FALSE	FALSE	
CustServ	NI180	Changes in Benefit Entitlements	16,000.00	16,500.00	16,750.00	FALSE	FALSE	FALSE	
CustServ	NI181	Time to Process Benefits - New Claims and Change Events (Days)	14.00	13.00	12.00	FALSE	FALSE	FALSE	
EnvDev	CPI4.10	Enforcement action against environmental offences	125.00	150.00	175.00	TRUE	FALSE	FALSE	
EnvDev	CPI5.1	Reduce Carbon Footprint (Tonnes)	800.00	800.00	800.00	TRUE	FALSE	FALSE	
EnvDev	NI182	Satisfaction of Businesses With Local Authority Regulation Services %	66.00	68.00	70.00	FALSE	FALSE	FALSE	
EnvDev	NI184	Food Establishments Broadly Compliant With Food Hygiene Law	84.00	86.00	87.00	FALSE	FALSE	FALSE	
EnvDev	NI185	CO2 Reduction from Local Authority Operations (% since April 2008)	LAA Target of 6% by March 2011			FALSE	FALSE	TRUE	
EnvDev	NI186	CO2 Reduction in Emissions in LA Area (Per Capita)	No Target Till Data Received From Defra			FALSE	FALSE	FALSE	
EnvDev	NI187	% Receiving Income Based Benefits in Homes With low Energy Efficiency Rating	12.00	11.00	11.00	FALSE	FALSE	FALSE	
EnvDev	NI188	Level: Adapting to Climate Change (%)	1.00	2.00	3.00	TRUE	FALSE	TRUE	
EnvDev	NI194	Reduction in NOx and Primary PM10 Emissions %	No Target Till Data Received From Defra			FALSE	FALSE	FALSE	
Finance		Value for Money Rating of Council by Audit Commission	3.00	3.00	3.00	FALSE	FALSE	FALSE	
Finance	NI179	Value for Money Gains Since April 2008 £	2,200.00	1,573.00	1,573.00	TRUE	FALSE	TRUE	£Millions
HR		Staff Satisfaction %	65.00	67.00	70.00	TRUE	FALSE	FALSE	
HR		Investors in People Accreditation				FALSE	FALSE	FALSE	
HR	BV002a	Local Government Equality Standard	2.00	3.00	3.00	TRUE	FALSE	FALSE	
HR	BV012*	Days Lost to Sickness (excluding unpaid) (Avg)	10.00	9.50	9.00	TRUE	FALSE	FALSE	
HR	BV016a	Employees with a Disability (%)	7.00	7.00	7.00	FALSE	FALSE	FALSE	
HR	BV017a	Employees from BME Communities (%)	7.50	7.50	7.50	FALSE	FALSE	FALSE	
Legal		Voter Awareness (Place Survey) %	86.00	87.00	88.00	FALSE	TRUE	FALSE	

ServiceArea	Key	Description	Target2011	Target2012	Target2013	CP2011	PlaceSurvey	LAA	Note
Leisure		Increase Under 17s Participation %	5.00	5.00	5.00	FALSE	FALSE	FALSE	
Leisure		Leisure Centres with Quest Accreditation	5.00	5.00	5.00	FALSE	FALSE	FALSE	
Leisure		Increase BME Participation %	5.00	5.00	5.00	FALSE	FALSE	FALSE	
Leisure	BV119a	Satisfaction With Leisure Centres (Place Survey) %	52.11	53.00	54.00	FALSE	TRUE	FALSE	
Leisure	BV119e	Satisfaction With Parks (Place Survey) %	81.00	82.00	83.00	FALSE	TRUE	FALSE	
Leisure	CPI1.7	Work in partnership with the Primary Care Trust to reduce the number of children in primary schools categorized as obese against 2006/07 baseline %	15.20			TRUE	FALSE	TRUE	
Leisure	CPI3.11	Implement the Oxford Play Area Refurbishment Programme.	16.00	TBC		TRUE	FALSE	FALSE	
Leisure	CPI3.6	Green Flag Status for City Parks	4.00	4.00	4.00	TRUE	FALSE	FALSE	
Leisure	NI008	Increase Adult Participation in Sport against 2006 baseline %	26.20	27.20	28.20	TRUE	FALSE	TRUE	LAA = 27.5 for 2011
Leisure	NI199	Increase Childrens Satisfaction With Play Areas %	Benchmark Year	5.00	8.00	FALSE	TRUE	FALSE	
PCC		Contacts: Museum Outreach Program				FALSE	FALSE	FALSE	
PCC	BV003	Satisfaction With Overall Service Provided by Authority (Place Survey) %	48.00	52.00	56.00	TRUE	TRUE	FALSE	
PCC	BV119c	Satisfaction with Museums (Place Survey) %	67.50	68.00	69.00	FALSE	TRUE	FALSE	
PCC	CPI1.6	Commission arts and cultural organisations to work in and with disadvantaged and less involved sections of our community through grants of over £300,000.	300,000.00	300,000.00	300,000.00	TRUE	FALSE	FALSE	
PCC	CPI3.8	Conduct a satisfaction survey of visitors to the city and improve by March 2013	Benchmark Year		10.00	TRUE	FALSE	FALSE	
PCC	CPI6.11	Increase in Online Transactions (including financial) Compared to 2008 Base	5.00	10.00	12.00	TRUE	FALSE	FALSE	
PCC	NI005	Satisfaction With Local Neighbourhood (Place Survey) %	85.00	85.00	85.00	TRUE	TRUE	FALSE	
Procurement		Procurement Strategy to Reduce Costs £	170,000.00	150,000.00	150,000.00	TRUE	FALSE	FALSE	
Procurement	CPI3.7	Increase the Proportion of Council Spend with Local Businesses	34.00	40.00	40.00	TRUE	FALSE	FALSE	