

#	Service Area	Measure Level	Measure Name	Corporate Priority	In Corporate	Comment
1	Planning, Sustainable Development &	Corporate	The reduction in the city council's carbon footprint	Cleaner Greener Oxford	Yes	ED002 (Community Services)
2	Direct Services	Corporate	Residual waste sent to Energy Recovery Facility per household.	Cleaner Greener Oxford	Yes	NI191
3	Direct Services	Corporate	Satisfaction with Street cleaning.	Cleaner Greener Oxford	Yes	DS010
4	Business Improvement	Service	Percentage of customers getting through first time on the Council's main telephone number	Efficient & Effective Council	No	
5	Business Improvement	Service	Percentage of staff turnover for the whole organisation	Efficient & Effective Council	No	
6	Business Improvement	Service	Staff satisfaction via 100 Best Companies survey	Efficient & Effective Council	Yes	OD001 & OD002
7	Business Improvement	Service	Percentage of managers that are 'Good' or above according to their appraisal	Efficient & Effective Council	No	
8	Business Improvement	Service	Days Lost to sickness	Efficient & Effective Council	Yes	CH001 (currently under OD&CS)
9	Business Improvement	Service	The Level of self- service transactions as a percentage of total contact with the Council	Efficient & Effective Council	No	CS043 is similar
10	Business Improvement	Service	System & Network availability	Efficient & Effective Council	No	
11	Business Improvement	Service	% of incidents and service requests delivered within agreed SLA	Efficient & Effective Council	No	
12	Business Improvement	Service	% of Planning applications processed to meet agreed targets	Efficient & Effective Council	No	NI157 a/b/c are similar
13	Business Improvement	Corporate	Increased net customer satisfaction for Customer Service Centre (face - to - face)	Efficient & Effective Council	No	Requested - requires SMT sign off
14	Business Improvement	Corporate	Increased net customer satisfaction for Contact Centre (telephones)	Efficient & Effective Council	No	Requested - requires SMT sign off
15	Community Services	Service	Effective delivery of the capital programme	Efficient & Effective Council	Yes	LP187

16	Community Services	Service	Museum of Oxford Development	Strong Active Communities	Yes	LP203 (but not currently in use)
17	Community Services	Service	Implement the Community Centres Strategy	Strong Active Communities	Yes	CoS009
18	Community Services	Service	Create a high quality sports village in Horspath	Strong Active Communities	Yes	CoS010
19	Community Services	Service	Grant applications received from target communities (groups/areas)	Strong Active Communities	Yes	CoS012
20	Community Services	Service	No. of volunteers giving time to community centres	Strong Active Communities	Yes	CoS013
21	Community Services	Service	Work plans on track for priority communities	Strong Active Communities	Yes	CoS011
22	Community Services	Service	Monetary equivalent value of volunteer hours committed by council volunteers	Strong Active Communities	Yes	CoS014
23	Business Improvement	Corporate	Increased net customer satisfaction for Web	Efficient & Effective Council	No	Requested - requires SMT sign off
24	Housing Services	Service	Number of affordable homes for rent delivered in the city	Meeting Housing Need	Yes	HC016
25	Housing Services	Service	Total number of affordable homes completed in year	Meeting Housing Need	Yes	HP006
26	Housing Services	Service	Number of Empty Homes returned to use	Meeting Housing Need	Yes	BV064
27	Housing Services	Service	Homelessness Acceptances	Meeting Housing Need	Yes	HC003
28	Housing Services	Service	Homelessness Cases Prevented	Meeting Housing Need	Yes	HC004
29	Housing Services	Service	Number of households in temporary accomodation	Meeting Housing Need	Yes	NI156 (also a corporate measure)
30	Housing Services	Service	Number of people estimated to be sleeping rough (annual estimate)	Meeting Housing Need	Yes	HP003
31	Housing Services	Service	The number of successful interventions with Rough Sleepers	Meeting Housing Need	Yes	HP004

32	Housing Services	Service	Percentage of properties meeting Decent Homes Standards (annual)	Meeting Housing Need	Yes	HC020 (not in use) (currently a team
33	Housing Services	Service	Average SAP rating of L.A owned dwellings	Meeting Housing Need	Yes	BV063 (not in use) (currently a team
34	Law & Governance	Corporate	IER household response rate	Efficient & Effective Council	No	
35	Housing Services	Corporate	The number of households in temporary accomodation	Meeting Housing Need	Yes	NI156
36	Planning, Sustainable Development &	Corporate	Number of new homes granted permission in the city	Meeting Housing Need	Yes	HP008 (Regeneration & Housing)
37	Planning, Sustainable Development &	Corporate	Percentage of HMO's in the city that are licensed	Meeting Housing Need	Yes	ED025 (Community)
38	Community Services	Corporate	The number of people using our leisure facilities	Strong Active Communities	Yes	LP220
39	Planning, Sustainable Development &	Service	Water use reduction target across the city council's estate	Cleaner Greener Oxford	Yes	ED014
40	Planning, Sustainable Development &	Service	% of Planning Enforcement Service Requests responded to in 5 days	Efficient & Effective Council	No	
41	Planning, Sustainable Development &	Service	Number of Applications Received	Efficient & Effective Council	No	
42	Planning, Sustainable Development &	Service	Building control income	Efficient & Effective Council	No	
43	Planning, Sustainable Development &	Service	The number of unlicensed HOM's identified that will be required to be licenced with a category A	Meeting Housing Need	Yes	ED020
44	Planning, Sustainable Development &	Service	The number of individual Single Occupation (SOCC) resident premises and unlawful dwellings subject to	Meeting Housing Need	No	
45	Planning, Sustainable Development &	Service	% satisfaction with HIA service	Strong Active Communities	Yes	ED009
46	Planning, Sustainable Development &	Service	Percentage of food businesses that have a zero and one star rating at the start of the year that have	Vibrant & Sustainable	Yes	ED017
47	Planning, Sustainable Development &	Service	Oxford local plan 2036 is progressed in line with the local development scheme	N/A	No	

48	Planning, Sustainable Development &	Service	Annual monitoring report published before the end of 2017	N/A	No	
49	Planning, Sustainable Development &	Service	80% of Listed Building Consent applications determined within 8 weeks	N/A	No	
50	Community Services	Corporate	The number of young people taking part in our Youth Ambition Programme	Strong Active Communities	Yes	LP119
51	Planning, Sustainable Development &	Corporate	Percentage of major and non major planning applications determined within target	Vibrant & Sustainable	No	2 separate measures - PR004 & PR005
52	Planning, Sustainable Development &	Corporate	Amount of employment floor space permitted for development	Vibrant & Sustainable	Yes	PR001 (Regeneration and Housing)
53	Regeration & Economy	Service	New commercial Floor space sq. m delivered or enabled	Vibrant & Sustainable	No	
54	Regeration & Economy	Service	Jobs created and safeguarded	Vibrant & Sustainable	Yes	PA002 (Already a corporate measure)
55	Regeration & Economy	Service	Business Interactions	Vibrant & Sustainable	No	
56	Regeration & Economy	Service	Businesses supported	Vibrant & Sustainable	No	
57	Regeration & Economy	Service	Number of businesses supported to invest locally	Vibrant & Sustainable	No	
58	Regeration & Economy	Service	Funding attracted (public and private)	Vibrant & Sustainable	Yes	Sort of - LP225 (Community services)
59	Regeration & Economy	Service	Shop units occupancy	Vibrant & Sustainable	No	
60	Regeration & Economy	Corporate	Net amount of employment floor space permitted for development	Vibrant & Sustainable	Yes	PR001 (Also on Planning's service plan)
61	Regeration & Economy	Corporate	Number of jobs created or safeguarded in the city as a result of the City Council's investment and	Vibrant & Sustainable	Yes	PA002
62	Direct Services	Service	Void Contractor Turnaround time (HouseMark Definition).	Meeting Housing Need	Yes	DS015
63	Direct Services	Service	Percentage of gas services in date.	Meeting Housing Need	Yes	DS001

64	Direct Services	Service	Percentage of Right to Repairs completed on time (Gas and Responsive).	Meeting Housing Need	Yes	DS011
65	Direct Services	Service	Percentage of Routine Repairs completed on time (Gas and Responsive).	Meeting Housing Need	Yes	DS012
66	Direct Services	Service	Percentage of streets with Litter levels that fall below Grade B (YTD).	Cleaner Greener Oxford	Yes	NI195a
67	Direct Services	Service	Percentage of streets with Detritus levels that fall below Grade B (YTD).	Cleaner Greener Oxford	Yes	NI195b
68	Direct Services	Service	Percentage of streets with Graffiti levels that fall below Grade B (YTD).	Cleaner Greener Oxford	Yes	NI195c
69	Direct Services	Service	Percentage of streets with Fly-posting levels that fall below Grade B (YTD).	Cleaner Greener Oxford	Yes	NI195d
70	Direct Services	Service	The percentage of household waste arisings which have been sent by the authority for reuse,	Cleaner Greener Oxford	No	
71	Direct Services	Service	Satisfaction with Parks.	Cleaner Greener Oxford	Yes	DS016
72	Direct Services	Service	Car Parks income.	Efficient & Effective Council	Yes	CE001
73	Regeration & Economy	Corporate	Net increase in number of businesses operating in the city	Vibrant & Sustainable	Yes	PA001

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