

Green = target met
 Amber = within tolerance
 Red = outside tolerance

Objective	Description	Latest Data		Comments
		Target	Result	
Vibrant and Sustainable Economy				
Vibrant and Sustainable Economy	PA001: Net increase in number of businesses operating in the city	200 Number	140 Number	annual figs not released by ONS until Nov 18. 140 is the final figure
	PA002: Number of jobs created or safeguarded in the city as a result of the City Council's investment and leadership	900 Number	3863 Number	No additional recorded. Final figure for 17/18
	PR001: Amount of employment floor space permitted for development (m2)	15000 Number	4553 Number	3 story building at Oxford Science Park - Magdalen Centre 17/03419/FUL
Meeting Housing Need				
Meeting Housing Need	ED025: The percentage of estimated HMOs in the City that are licenced	75%	82%	Financial penalties are encouraging compliance. It is now harder to locate unlicensed HMOs with only 1 in 7 visits discovering an unlicensed property.
	HP008: Number of new homes granted permission in the city	400 Number	721 Number	Target for the year has been met and exceeded.
	NI 156: Limit our use of temporary accommodation at 2015 levels	120 Number	107 Number	This is an excellent result, against a target of less than 120 households in temporary accommodation. Reducing or maintaining the number of households in temporary accommodation is a challenging target in a very difficult external environment, where the demand for services remains high, and the ability to find suitable accommodation, at affordable rents, locally is increasingly difficult. This result is testament to the continued exceptional homeless prevention work and temporary accommodation management undertaken by Housing Needs teams.
Strong and Active Communities				
Strong and Active Communities	LP119: The number people taking part in our youth ambition programme	6000 Number	6022 Number	The program has exceeded its target this year. The summer holiday activities including those that are funded have generally been more successful this year which is due in part to better advertising and promotion of these. We have undertaken a mock audit with the National Youth Agency of our services in October with positive feedback and areas for improvement. We have delivered a 'working together' event with key partners that work with young people across the City this has been very successful and young people were involved in the planning and delivery of this event. December and January have been very quiet which in part may be down to the poor weather. However the figures in February and
	LP220: Number of people using leisure centres	1450000 Number	992316 Number	Whilst under target the wider activity offer & number of affordable & accessible leisure facilities in the city has increased (including those funded by the Council).
	PC018: Resident Satisfaction with their area as a place to live	82.0%	82.0%	Data is collected every 2 years so the figure won't change until approx Autumn 2018.

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Cleaner Greener Oxford				
Cleaner Greener Oxford	DS010: Satisfaction with our street cleaning services	0.00%	0.00%	survey not due
	ED002: Implementation of measures to reduce the city council's carbon footprint by 5% each year	452 Tonnes	461 Tonnes	Progressing towards appointment of supplier for Solar Car Port installation at Leys Leisure centre. Developing the case for other Solar projects across estate - inc Seacourt P&R car ports; Cutteslowe Depot, Barton Pool car park car ports. SAC LED lighting upgrade order placed - work to commence imminently. Working towards ISO50001 Energy Management system for SAC and Town Hall. Energy bureau work - closed queries (avoided energy/water spend from spotting billing errors) - 126 closed queries to date this financial year with total value of £30,744.08
	NI 191: The amount of non-recyclable waste produced in the city per household decreases each year	421.00 kgs	365.30 kgs	Lots of work is being carried out to reduce refuse waste and increase recycling across the city.
An Efficient and Effective Council				
An Efficient and Effective Council	CS001a: The % of customers satisfied at their first point of contact (telephone)	98.00%	99.25%	711 telephony customers provided feedback and rated satisfaction at 99.57%. Our telephony results were ranked 2nd in the Gov-Metric league which benchmarks survey results across 70 different councils. Our best result to date !
	CS001b: The % of customers satisfied at their first point of contact (face to face)	80.00%	86.21%	166 face to face customers rated satisfaction at 88.55%. We have continued to encourage take up of face to face customer surveys maintaining increased volumes over the last few months
	CS055: The % of customers satisfied with the OCC website	65%	62%	346 customers surveyed for the web. We received positive comments about Find your bin collection day, Severe weather updates and Book a bulky waste collection pages. Negative comments were received about Contact Us, Find your bin collection day and Book a bulky waste collection pages.
	FN033: Delivery of the council's cost savings and income targets	£1,558,498	£1,558,498	all measures met as set and agreed