

| Service | Measure | | Owner | Frequency | Result 2020/21 | Year End Target 2021/22 |
|---|---------|--|--------------------|-----------|----------------|-----------------------------|
| | Ref | Description | | | | |
| Business Improvement | BI035 | BI035: Percentage of valid applications processed <=3 working days | Michelle Iddon | MONTHLY | 88% | 95 |
| Business Improvement | CS003 | CS003: Customers calls answered on the council's main telephone service lines without hanging up | Helen Bishop | MONTHLY | 94.69% | 95 |
| Financial Services | CS002 | CS002: Time to process changes in circumstances | Tanya Bandekar | MONTHLY | 7 Days | 15 |
| Financial Services | CS005 | CS005: Time to process new benefits claims | Tanya Bandekar | MONTHLY | 13.26 days | 0 |
| Corporate Policy, Communications & Digital Services | CPCP3 | CPCP3; Number of followers across council social media | Mish Tullar | MONTHLY | Not Recorded | 164000 |
| Housing Services | HP010 | Prevention Duty outcomes secured accommodation 6+ months at end of Prevention Duty | Stephen Clarke | MONTHLY | Not Recorded | 55 |
| Housing Services | HP011 | Households in temporary accommodation | Stephen Clarke | MONTHLY | Not Recorded | 110 |
| Housing Services | HC004 | HC004: Homelessness cases prevented | Stephen Clarke | MONTHLY | Not Recorded | 1500 |
| Regeneration and Economy | RE008 | RE008: City Centre Vacant Units | Carolyn Ploszynski | MONTHLY | Not Recorded | <81 |
| Regeneration and Economy | RE009 | RE009: No. of regeneration projects being managed by the Service | Carolyn Ploszynski | MONTHLY | Not Recorded | 18 |
| Regeneration and Economy | RE010 | RE010: Percentage. of projects that are proceeding to the agreed programme | Carolyn Ploszynski | MONTHLY | Not Recorded | 0.7 |
| Regeneration and Economy | RE011 | RE011: Number of city-wide business support enquiries responded to each month | Carolyn Ploszynski | MONTHLY | Not Recorded | TBC Tracking from July 2021 |

| | | | | | | |
|----------------------|--------|--|----------------|---------|--------------|----|
| Welfare Reform | WR001 | WR001: Number of people moved into work by the Welfare Reform Programme | Paul Wilding | MONTHLY | 31 Number | 40 |
| Business Improvement | BI035 | BI035: Percentage of valid applications processed <=3 working days | Michelle Iddon | MONTHLY | 88% | 95 |
| Business Improvement | BI038 | BI038: Percentage of staff turnover for the whole organisation | Helen Bishop | MONTHLY | Not Recorded | 0 |
| Business Improvement | BI042 | BI042: % of HMO applications processed to meet agreed targets | Michelle Iddon | MONTHLY | 96% | 85 |
| Business Improvement | BI043 | BI043: % of Taxi Licensing applications processed to meet agreed targets | Michelle Iddon | MONTHLY | 100% | 95 |
| Business Improvement | BI044 | BI044: % of Housing applications processed to meet agreed targets | Michelle Iddon | MONTHLY | 0% | 95 |
| Business Improvement | CH001 | CH001: Days lost to sickness | Paul Adams | MONTHLY | Not Recorded | |
| Business Improvement | CS003 | CS003: Customers calls answered on the council's main telephone service lines without hanging up | Helen Bishop | MONTHLY | 94.69% | 95 |
| Community Services | CoS051 | East Oxford Community Centre | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS052 | Bullingdon Community Centre | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS053 | Museum of Oxford | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS054 | Future of leisure centres | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS055 | Re-opening of the Oxford Town Hall | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS056 | Re-opening of Oxford city leisure centres | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS057 | Council Grants | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS058 | Locality based service delivery | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS059 | Twin City Relationships | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS060 | Go Active Outdoors | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS061 | Go Active Families | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS062 | Anti-Racism Charter | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS063 | Anti-Racism Accreditation scheme | Ian Brooke | MONTHLY | Not Recorded | 3 |

| | | | | | | |
|--------------------|--------|---|-----------------|---------|--------------|---------|
| Community Services | CoS064 | Diverse Events | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Community Services | CoS065 | Thriving Communities | Ian Brooke | MONTHLY | Not Recorded | 3 |
| Financial Services | BI001a | BI001a: The % of Council spend with local business (excluding ODS and OCHL) | Annette Osborne | MONTHLY | 71% | 45 |
| Financial Services | BI001b | BI001b: The % of ODS spend with local business | Annette Osborne | MONTHLY | 83% | 0 |
| Financial Services | BI001c | BI001c: The % of OCHL spend with local business | Annette Osborne | MONTHLY | 53% | 25 |
| Financial Services | BV008 | BV008: Percentage of invoices paid on time for OCC | Annette Osborne | MONTHLY | Not Recorded | 0.95 |
| Financial Services | BV066a | BV066a: Percentage of rent collected | Tanya Bandekar | MONTHLY | 97.80% | 97 |
| Financial Services | CS025 | CS025: Percentage of Business Rates Collected | Tanya Bandekar | MONTHLY | 95.71% | 95.5 |
| Financial Services | FN026 | FN026: Number of social housing properties recovered and applications stopped | Scott Warner | MONTHLY | 16 Number | 22 |
| Financial Services | FN034 | FN034: Trading Income | Scott Warner | MONTHLY | £268,523 | 175000 |
| Financial Services | FN035 | FN035: Increased Revenue (Cashable savings) | Scott Warner | MONTHLY | £725,479 | 550000 |
| Financial Services | FN036 | FN036: Fraud Losses Prevented | Scott Warner | MONTHLY | £8,735,225 | 2000000 |
| Financial Services | FN037 | FN037: Right to Buy Applications prevented | Scott Warner | MONTHLY | 24% | 18 |
| Financial Services | FN052 | FN052a: % of Council spend with SME's (excluding ODS and OCHL) | Annette Osborne | MONTHLY | 86% | 35 |
| Financial Services | FN052 | FN052b: % of ODS spend with SME's | Annette Osborne | MONTHLY | 72% | 35 |
| Financial Services | FN052 | FN052c: % of OCHL spend with SME's | Annette Osborne | MONTHLY | 94% | 35 |
| Law and Governance | LG001 | LG001: Level of client satisfaction with the provision of legal services to the council and hub authorities | Susan Sale | MONTHLY | Not Recorded | 95 |

| | | | | | | |
|--|--------|---|----------------|---------|--------------|--------|
| Law and Governance | LG003 | % of Data Subject Access Requests | Liz Godin | MONTHLY | Not Recorded | |
| Law and Governance | LG004 | % of Freedom of Information Requests | Liz Godin | MONTHLY | Not Recorded | |
| Law and Governance | LG005 | % of missed FOI deadlines | Liz Godin | MONTHLY | Not Recorded | |
| Law and Governance | LG006 | % of missed Data Subject Action Request deadlines | Liz Godin | MONTHLY | Not Recorded | |
| Regulatory Services & Community Safety | ED017 | ED017: The number of food hygiene inspections carried out | Ian Wright | MONTHLY | Not Recorded | |
| Regulatory Services & Community Safety | RS001 | RS001: Saving NHS bed days due to Home Improvement Agency installing Hospital Discharge Keysafes | Ian Wright | MONTHLY | Not Recorded | 500000 |
| Regulatory Services & Community Safety | RS002 | RS002: Contribute to Improving Client Safety and/or Reduction in Likelihood of Falls | Ian Wright | MONTHLY | Not Recorded | 0 |
| Regulatory Services & Community Safety | RS003 | RS003: Percentage of the food hygiene inspection programme carried out | Ian Wright | MONTHLY | Not Recorded | 85 |
| Regulatory Services & Community Safety | RS004 | RS004: Number of licensed HMOs | Ian Wright | MONTHLY | Not Recorded | 0 |
| Regulatory Services & Community Safety | RS005 | RS005: Number of cases in the private rented sector, where homelessness prevented following intervention by the Tenancy Relations Officer | Ian Wright | MONTHLY | Not Recorded | 0 |
| Regulatory Services & Community Safety | RS006 | RS006: Number of planning enforcement cases opened for investigation | Ian Wright | MONTHLY | Not Recorded | 0 |
| Business Improvement | CS001a | CS001a: The % of customers satisfied at their first point of contact (telephone) | Helen Bishop | MONTHLY | 91.60% | 92 |
| Business Improvement | CS001b | CS001b: The % of customers satisfied at their first point of contact (face to face) | Helen Bishop | MONTHLY | 0.00% | 85 |
| Financial Services | BV009 | BV009: Percentage of Council Tax collected | Tanya Bandekar | MONTHLY | 97.54% | 96.5 |

| | | | | | | |
|--------------------|-------|---|-----------------|---------|------------|-------|
| Financial Services | CS002 | CS002: Time to process changes in circumstances | Tanya Bandekar | MONTHLY | 7 Days | 15 |
| Financial Services | CS005 | CS005: Time to process new benefits claims | Tanya Bandekar | MONTHLY | 13.26 days | 0 |
| Financial Services | FN008 | FN008: Investment return above base rate | Bill Lewis | MONTHLY | 0.72% | 0.002 |
| Financial Services | FN020 | FN020: Average turnaround time for bank rec after month end | Bill Lewis | MONTHLY | 6 Days | 10 |
| Financial Services | FN052 | FN052: % of Council spend with SME's | Annette Osborne | MONTHLY | 56% | 35 |
| Welfare Reform | WR008 | WR008: Number of households where homelessness is prevented | James Pickering | MONTHLY | 152 number | 180 |

This page is intentionally left blank