

MeasureID	Short Name	Service	Owner	Year End Target '22-23
BI038	Percentage of staff turnover for the whole organisation	Business Improvement	Helen Bishop	
BI042	Percentage of HMO applications processed to meet agreed targets	Business Improvement	Michelle Iddon	85
BI043	Percentage of Taxi Licensing applications processed to meet agreed targets	Business Improvement	Michelle Iddon	95
BI045	Percentage of exit interviews completed	Business Improvement	Gail Malkin	
CH001	Days lost to sickness	Business Improvement	Gail Malkin	
CS001a	The percentage of customers satisfied at their first point of contact (telephone)	Business Improvement	Helen Bishop	90
CS001b	The percentage of customers satisfied at their first point of contact (face to face)	Business Improvement	Helen Bishop	95
CS003	Customers calls answered on the council's main telephone service lines without hanging up	Business Improvement	Mark Chandler	93
CS004	Enquiries resolved by customer service centre without hand off	Business Improvement	Helen Bishop	95
CS055	The percentage of customers satisfied with the OCC website	Business Improvement	Henry Routledge	45
SLA05	New Starter Requests completed within 10 days	Business Improvement	Rocco Labellarte	80
SLA06	Password resets completed within 4 working hours	Business Improvement	Rocco Labellarte	80
SLA12	Routine changes completed within 3 working days of request	Business Improvement	Gail Malkin	
SLA13	Reports produced within 5 working days of payroll closedown.	Business Improvement	Gail Malkin	
SLA14	New reports completed within 10 working days of request	Business Improvement	Gail Malkin	
SLA31	Onboarding of new employees completed at least 1 week before start date	Business Improvement	Gail Malkin	
SLA32	Percentage employment contracts and contract amendment letters processed within 5 days	Business Improvement	Gail Malkin	
CS057	Percentage of Planning applications processed to meet agreed targets	Business Improvement	Michelle Iddon	95
BI046	% ICT incidents resolved within agreed SLA (P1: 4 hours, P2: 2 days, P3: 1 week; P4: 1 month)	Business Improvement	Henry Routledge	80
CEV010	Museum of Oxford fundraising target	Community Services	Paula Redway	54750
CEV012	Dancin' Oxford fundraising target	Community Services	Paula Redway	
CEV014	Cultural Partnership meetings	Community Services	Paula Redway	
CEV019	Case Studies	Community Services	Paula Redway	
CoS051	East Oxford Community Centre	Community Services	Ian Brooke	3
CoS052	Bullingdon Community Centre	Community Services	Ian Brooke	3
CoS054	Future of leisure centres	Community Services	Ian Brooke	3
CoS057	Council Grants	Community Services	Ian Brooke	
CoS059	Twin City Relationships	Community Services	Ian Brooke	
CoS062	Anti-Racism Charter	Community Services	Ian Brooke	3
CoS064	Diverse Events	Community Services	Ian Brooke	
CoS065	Thriving Communities	Community Services	Ian Brooke	3
LP119	The number people taking part in our youth ambition programme	Community Services	Ian Brooke	
LP214	Feedback from events (score out of 5)	Community Services	David Hunt	4
LP215a	Town Hall - Operations Audit Score (Health, Safety & Quality)	Community Services	David Hunt	85
LP215b	SAC - Operations Audit Score (Health, Safety & Quality)	Community Services	David Hunt	90
CoS066	Town Hall - Achieving income targets	Community Services	David Hunt	808000
CoS067	Visitors to the Museum of Oxford	Community Services	Paula Redway	50000
CoS068	Engagement with the Museum of Oxford's services off site	Community Services	Paula Redway	4800
CoS069	Visits to the Museum of Oxford and City Stories websites	Community Services	Paula Redway	18000
CoS070	Percentage increase of followers/likes across all Museum of Oxford social media accounts	Community Services	Paula Redway	3% each month
CE002	Commercial property income received against target for the year	Corporate Property and A	Jane Winfield	
CPPC1	Increase in number of followers of City Council social media	Corporate Strategy	Mish Tullar	180000
CPPC2	Increase subscribers to govDelivery	Corporate Strategy	Mish Tullar	30000
BI001a	The Percentage of Council spend with local business (excluding ODS and OCHL)	Financial Services	Annette Osborne	45
BI001b	The Percentage of ODS spend with local business	Financial Services	Nicky Atkin	60
BI001c	The Percentage of OCHL spend with local business	Financial Services	Annette Osborne	10
BV008	Percentage of invoices paid on time for OCC	Financial Services	Anna Winship	95
BV008_ODS	Percentage of invoices paid on time for ODS	Financial Services	Anna Winship	
BV009	Percentage of Council Tax collected	Financial Services	Tanya Bandekar	96.5
BV066a	Percentage of rent collected	Financial Services	Phillip Mcgaskill	98
CS002	Time to process changes in circumstances	Financial Services	Tanya Bandekar	15
CS005	Time to process new benefits claims	Financial Services	Tanya Bandekar	15
CS007	Number of households evicted due to rent arrears YTD	Financial Services	Phillip Mcgaskill	15
CS017	Collection rate for leaseholder service charges	Financial Services	Phillip Mcgaskill	87.5
CS025	Percentage of Business Rates Collected	Financial Services	Tanya Bandekar	96
FN008	Investment return above base rate	Financial Services	Bill Lewis	0.20%
FN020	Average turnaround time for bank rec after month end	Financial Services	Bill Lewis	10
FN026	Number of social housing properties recovered and applications stopped	Financial Services	Scott Warner	22
FN029	Commercial rent collection	Financial Services	Tanya Bandekar	80
FN034	Trading Income	Financial Services	Scott Warner	£200,000
FN035	Increased Revenue (Cashable savings)	Financial Services	Scott Warner	£550,000
FN036	Fraud Losses Prevented	Financial Services	Scott Warner	£2,000,000
FN037	Right to Buy Applications prevented	Financial Services	Scott Warner	18
FN038	Significant or material errors in the accounts	Financial Services	Nigel Kennedy	
FN044	Accounts Receivable Percentage of OX debt over 12 months	Financial Services	Tanya Bandekar	3

FN045	Amount of overpaid Housing Benefit collected (cumulative)	Financial Services	Tanya Bandekar	£3m
FN046	Increase payers by Direct Debit- Rents (exc SO)	Financial Services	Phillip Mcgaskill	41%
FN049	Total current tenant arrears	Financial Services	Phillip Mcgaskill	£1,500,000
FN050	Total former tenant arrears	Financial Services	Phillip Mcgaskill	£500,000
FN052	Percentage of Council spend with SME's	Financial Services	Annette Osborne	35
FN052a	Percentage of Council spend with SME's (excluding ODS and OCHL)	Financial Services	Annette Osborne	65
FN052b	Percentage of ODS spend with SME's	Financial Services	Nicky Atkin	60
FN052c	Percentage of OCHL spend with SME's	Financial Services	Annette Osborne	60
SLA16	Budget Monitoring (Days after month end)	Financial Services	Nigel Kennedy	
SLA19	Bank rec and cash flow (Days after month end)	Financial Services	Nigel Kennedy	10
SLA20	ODS/ ODST Enforcement agent referrals (Days from instruction)	Financial Services	Nigel Kennedy	
SLA21	Monthly non payer list to ODSL (Days after initial debt raised)	Financial Services	Nigel Kennedy	
SLA22	Loading of invoice files ODSL (Days from instruction)	Financial Services	Nigel Kennedy	
SLA23	Authorising of Workflow Credit Notes ODS (Days from task received)	Financial Services	Nigel Kennedy	
SLA24	Percentage of OX debt paid within 30 days of raising	Financial Services	Nigel Kennedy	
SLA25	Percentage of outstanding ODS debt over 90 days old from date due	Financial Services	Nigel Kennedy	
SLA26	Percentage of customers on Direct Debits	Financial Services	Nigel Kennedy	
FN055	Self service take up on Civica	Financial Services	Laura Bessell	4500
HP009	Total standard re-let time (HouseMark definition)	Housing Services	Stephen Clarke	21
HP010	Prevention Duty outcomes secured accommodation 6+ months at end of Prevention Duty	Housing Services	Stephen Clarke	60
HP011	Households in temporary accommodation	Housing Services	Stephen Clarke	95
WR001	Number of people moved into work by the Welfare Reform Programme	Housing Services	Nerys Parry, Stephen Clarke	40
HS001	Early homelessness prevention (pre-56 days)	Housing Services	Stephen Clarke	700
HS002	Households in temporary accommodation 12 months+	Housing Services	Stephen Clarke	7
LG001	Level of client satisfaction with the provision of legal services to the council and hub authorities	Law and Governance	Susan Sale	
LG002	Achieve the electoral registration household registration rate	Law and Governance	Susan Sale	
LG003	Percentage of Data Subject Access Requests	Law and Governance	Liz Godin	95
LG004	Percentage of Freedom of Information Requests	Law and Governance	Liz Godin	
LG005	Percentage of missed FOI deadlines	Law and Governance	Liz Godin	
LG006	Percentage of missed Data Subject Action Request deadlines	Law and Governance	Liz Godin	5
LA15	Legal services - Percentage rating service as good or excellent	Law and Governance	Susan Sale	
PDR001	Percentage of major and non-major planning applications determined within target	Planning Services	Adrian Arnold	
RE001	City Centre Vacant Units	Regeneration and Economic Development	Carolyn Ploszynski	
RE002	Number of city centre business support enquiries responded to per month	Regeneration and Economic Development	Carolyn Ploszynski	
RE003	No. of regeneration projects being managed by the Service	Regeneration and Economic Development	Carolyn Ploszynski	
RE004	Percentage. of projects that are proceeding to the agreed programme	Regeneration and Economic Development	Carolyn Ploszynski	
CSS001	Number of neighbour disputes investigated opened for investigation (NB data in development - QL issues)	Regulatory Services and Compliance	Ian Wright	300
CSS002	Number of sanctuary scheme cases	Regulatory Services and Compliance	Ian Wright	100
CSS003	Number of environmental, noise and low level ASB cases opened for investigation (NB data in development - QL issues)	Regulatory Services and Compliance	Ian Wright	2500
CSS004	Number of taxi driver licenses issued	Regulatory Services and Compliance	Ian Wright	900
CSS005	Number of electric taxis licensed	Regulatory Services and Compliance	Ian Wright	107
ED017	The number of food hygiene inspections carried out	Regulatory Services and Compliance	David Stevens	
PDR006	Percentage pass rate of FH Training courses	Regulatory Services and Compliance	David Stevens	
PDR007	Percentage of consents processed within 10 working days	Regulatory Services and Compliance	David Stevens	
PDR009	Spend on DFG programme	Regulatory Services and Compliance	Becky Walker	£1,000,000
RS001	NHS bed days saved due to HIA installing Hospital Discharge Keysafes	Regulatory Services and Compliance	Becky Walker	1400
RS002	Jobs contributing Improving Client Safety/Reduction in Likelihood of Falls	Regulatory Services and Compliance	Becky Walker	360
RS003	Percentage of the food hygiene inspection programme carried out	Regulatory Services and Compliance	Ian Wright	
RS004	Number of licensed HMOs	Regulatory Services and Compliance	Ian Wright	
RS005	Number of cases in the private rented sector, where homelessness prevented following intervention by the Tenancy Relations Officer	Regulatory Services and Compliance	Ian Wright	