

**QUARTERLY CORPORATE GOVERNANCE REPORT - Third Quarter 1.4.05 - 31.12.05**  
**Local Performance Indicators Supporting Corporate Aims 2005/06 (cummulative year to date)**

LPI	Indicator Description	Target 05/06	Actual Q3	Comments
<b>To Help Facilitate the Provision of Affordable Housing</b>				
LI H2	Number of units of affordable housing completed / provided	60	78	Split by tenure - Shared Ownership 44 (56.4%) Social rented - 34 (43.6%)
LI H2a	Number of affordable housing units provided through S106 agreements	Indicator	66	New indicator
LPI TP5	% of dwellings permitted on sites above the Council's local plan affordable housing policy thresholds which fall within the definition of affordable housing	30%	23%	6 monthly reporting (this is the position at the end of the second quarter)
LPI TP6	% of affordable dwellings permitted which are in the social rented category	60%	91%	6 monthly reporting (this is the position at the end of the second quarter)
LPI TP7	% of total house building completions against annualised adopted Structure Plan targets	New indicator	117%	Annual reporting - Annualised target based on Target of 5,750 completions by 2011 (1996-2011). This translates into an annual straight line target of 383 per full year. 448 completions 01/04/2005 - 31/12/2005 which equates to performance of 117%.
<b>To Improve and Modernise Access to Services</b>				
CS3	% of enquiries resolved during the same working day at the LSP Wantage	97%	not available	New CRM reporting module being finalised, this data to be available shortly.
CS4	% of enquiries resolved during the same working day at the LSP Abingdon	97%	not available	New CRM reporting module being finalised, this data to be available shortly.
CS5	% of satisfied customers at the LSP Wantage	95%	90%	
CS6	% of satisfied customers at the LSP Abingdon	95%	100.00%	
CS9	% of calls to be answered within 20 seconds	90%	87.00%	
CS10	% of calls unanswered	6%	2.00%	

