

QUARTERLY CORPORATE GOVERNANCE REPORT - Fourth Quarter 1.4.05 - 31.3.06
Local Performance Indicators Supporting Corporate Aims 2005/06 (cummulative year to date)

| LPI | Indicator Description | Target 05/06 | Actual Q3 | Actual Q4 | Comments |
|---|--|---------------|---------------|-----------|--|
| To Help Facilitate the Provision of Affordable Housing | | | | | |
| LI H2 | Number of units of affordable housing completed / provided | 60 | 78 | 131 | Split by tenure - Shared Ownership - 61 (46.56%) Social rented - 70 (53.44%) |
| LI H2a | Number of affordable housing units provided through S106 agreements | Indicator | 66 | 114 | 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% | 26% | 6 monthly reporting (the Q3 result is the position at the end of the second quarter). Within the percentage are two McCarthy and Stone developments for sheltered housing. These were above the threshold due a higher than average density so consequentially did not yield affordable housing |
| LPI TP6 | % of affordable dwellings permitted which are in the social rented category | 60% | 91% | 61% | 6 monthly reporting (the Q3 result 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% | 162% | 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. There were 621 completions (yet to be confirmed with County) in April 05 to March 06. When compared to the annual structure plan target of 383 it makes makes 162%. |
| To Improve and Modernise Access to Services | | | | | |
| CS3 | % of enquiries resolved during the same working day at the LSP Wantage | 97% | not available | 95.32% | |
| CS4 | % of enquiries resolved during the same working day at the LSP Abingdon | 97% | not available | 97.20% | |
| CS5 | % of satisfied customers at the LSP Wantage | 95% | 90% | 94.75% | |
| CS6 | % of satisfied customers at the LSP Abingdon | 95% | 100.00% | 100.00% | |
| CS9 | % of calls to be answered within 20 seconds | 90% | 87.00% | 87.00% | below target but high performance against industry standards |
| CS10 | % of calls unanswered | 6% | 2.00% | 2.00% | very good achievement |