

QUARTERLY CORPORATE GOVERNANCE REPORT - First Quarter 1.4.06 - 31.3.07

Local Performance Indicators Supporting Corporate Priorities 2006/07 (cummulative year to date)

LPI	Indicator Description	Target 2006/7	Actual Q1	Comments
Working with partners to help facilitate the provision of affordable housing				
LI H2	Number of units of affordable housing completed / provided	100	0	See comments in Corporate Priorities report
LI H2a	Number of affordable housing units provided through S106 agreements	90	0	See comments in Corporate Priorities report
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	35%	0%	No sites were permitted for housing in the 1st quarter that were above the threshold for affordable housing in the Local Plan.
LPI TP6	% of affordable dwellings permitted which are in the social rented category	60%	0%	See above.
LPI TP7	Total house building completions as a % of adopted Structure Plan annual targets	134%	N/a	The figure is reported twice a year to be in-line with the County Council's Land Development Progress System (LDPS).
Creating a cleaner, greener, safer and healthier community and environment				
EH2	% of inspection programme achieved on target	80%	N/a	Cannot report at present - database does not currently support relevant report but is being addressed under a Service Development Plan during 2006
To improve and modernise access to services				
CS1	Number of enquiries at the Local Service Point Wantage	15,000	4292	
CS2	Number of enquiries at the Local Service Point Abingdon	41,000	14577	
CS3	% of enquiries resolved within one working day in Wantage Local Service Point	97%	96%	
CS4	% of enquiries resolved within one working day in Abingdon Local Service Point and LSP2	97%	98%	
CS5	% of customer satisfaction in Wantage Local Service Point	96%	100%	
CS6	% of customer satisfaction in Abingdon Local Service Point	96%	100.00%	
CS7	% of satisfied service providers with Wantage Local Service Point	85%	100.00%	There are 6 SLA's over 12 months each area will have two service level satisfaction surveys at present 3 have been undertaken recording 100% satisfaction
CS8	% of satisfied service providers with Abingdon Local Service Point and LSP2	85%	100.00%	There are 6 SLA's over 12 months each area will have two service level satisfaction surveys at present 3 have been undertaken recording 100% satisfaction
CS9	% of calls to be answered within 20 seconds	90%	84.30%	
CS10	% of calls unanswered	4%	2.00%	The strong, positive downward trend continues reflecting success of contact centre
CS11	% of messages left by customers at first point of contact to receive an initial response within one working day	95%	100.00%	
CS12	% of e-mails to be automatically responded to within one working day	100%	100.00%	