

QUARTERLY CORPORATE GOVERNANCE REPORT - Third Quarter 2006/07 1.4.06 - 31.12.06
Local Performance Indicators Supporting Corporate Priorities 2006/07 (cumulative year to date)

LPI	Indicator Description	Target 2006/7	Actual Q1	Actual Q2	Actual Q3	Comments
Working with partners to help facilitate the provision of affordable housing						
LI H2	Number of units of affordable housing completed / provided	100	0	21 (Rented)	30 (24 rented 6 Shared Ownership)	To date this target is not being achieved. The major reason for this is overachievement in 2005/06 where we completed 131 units against a target of 60 units, many of which we expected to come on stream in the first half of 2006/07 FY. Officers estimate 48 units of new affordable housing to be completed by year end. At this point a two year (2005/06-2006/07) total of 179 units against a cumulative target of 160 will be achieved. This two year total better reflects the two years funding cycle of affordable housing by Central Government.
LI H2a	Number of affordable housing units provided through S106 agreements	90	0	21	21	
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%	N/a	100%	N/a	Half year reporting
LPI TP6	% of affordable dwellings permitted which are in the social rented category	60%	N/a	100%	N/a	Half year reporting
LPI TP7	Total house building completions as a % of adopted Structure Plan annual targets	134%	N/a	92%	N/a	Half year reporting
Creating a cleaner, greener, safer and healthier community and environment						
EH2	% of inspection programme achieved on target	80%	N/a	N/a	N/a	Cannot report at present - database does not support relevant report but is being addressed under a Service Development Plan during 2006. Other Councils are affected,a new programme is being trialled February / March 2007
To improve and modernise access to services						
CS1	Number of enquiries at the Local Service Point Wantage	15,000	4292	8014	11119	
CS2	Number of enquiries at the Local Service Point Abingdon	41,000	14577	27497	42031	
CS3	% of enquiries resolved within one working day in Wantage Local Service Point	97%	96%	96%	98%	
CS4	% of enquiries resolved within one working day in Abingdon Local Service Point and LSP2	97%	98%	97%	99%	
CS5	% of customer satisfaction in Wantage Local Service Point	96%	100%	100%	100%	
CS6	% of customer satisfaction in Abingdon Local Service Point	96%	100.00%	100.00%	100%	
CS7	% of satisfied service providers with Wantage Local Service Point	85%	100.00%	100.00%	100%	There are 6 SLA's over 12 months each area will have two service level satisfaction surveys at present 9 have been undertaken recording 100% satisfaction
CS8	% of satisfied service providers with Abingdon Local Service Point and LSP2	85%	100.00%	100.00%	100%	There are 6 SLA's over 12 months each area will have two service level satisfaction surveys at present 9 have been undertaken recording 100% satisfaction
CS9	% of calls to be answered within 20 seconds	90%	84.30%	82.00%	86%	Call volumes have risen since July a trend which has continued in this 3rd quartile
CS10	% of calls unanswered	4%	2.00%	2.00%	2%	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%	100.00%	100%	
CS12	% of e-mails to be automatically responded to within one working day	100%	100.00%	100.00%	100%	

