

**Summary of the decisions taken at the meeting  
of the Executive held on 7 March 2011**

1. Date of publication of this summary:-

8 March 2011

2. Decisions (if any) taken as a matter of urgency under Overview and Scrutiny Procedure Rule 16 (and not therefore subject to the call-in procedure):-

None

3. Date by which notice of call-in of any of the following decisions must be received in writing by the Chief Executive (see notes below):-

Noon on 11 March 2011

4. Notes:-

- (a) For background documentation to the following decisions, please refer to the agenda and supporting papers (copies of which are available on the Council's website ([www.cherwell.gov.uk](http://www.cherwell.gov.uk)) or from the Head of Legal and Democratic Services);
- (b) Notice of call-in must be submitted in writing, by email or text to the Chief Executive by the deadline specified above, and must state the reason or reasons why "call-in" has been requested;
- (c) Call-in can be requested by any six non-executive members of the Council.
- However, if at any point during a municipal year the total number of opposition councillors is six or less the total number of non-executive members required to call-in a decision shall be the total number of opposition councillors less two.
- (d) Decisions not called-in by the deadline specified above will become effective immediately the deadline has expired (unless they are recommendations to the Council).
- (e) The Council has stipulated that the call-in procedure should not be used to challenge decisions as a matter of course and should be used only when fully justified.

**I Davies  
Interim Chief Executive**

## Decisions

Agenda Item No.	Agenda Item and Recommendations	Decision
5	<p><b>Population and Household Projections for Cherwell and Key Implications for the Local Development Framework</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To note the information contained in this report and in the attached technical paper (Appendix 1).</p> <p>(2) To agree the emerging broad population and household figures for Cherwell District for the period up to 2026 set out in Appendix 1 as a basis for further work on the Core Strategy.</p>	<p>Recommendations Approved</p>
6	<p><b>Cherwell District Council's Response to Heavy Snow</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To note the problems and issues which arose from the heavy snow fall prior to Christmas;</p> <p>(2) To approve the proposed actions to improve the Council's response to future severe winter weather events; and</p> <p>(3) To note that any proposed equipment purchased will be acquired within existing budgets during 2011/12</p>	<p>Recommendations Approved.</p> <p>Additionally it was agreed:</p> <p>(4) That officers be requested to if the snow plan should be presented to a future Parish Liaison meeting.</p>
7	<p><b>Kidlington Pedestrianisation and Traffic Regulation Order</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To approve an agency agreement between Oxfordshire County Council, the Highway Authority, and Cherwell District Council to</p>	<p>Recommendation Approved</p>

Agenda Item No.	Agenda Item and Recommendations	Decision
	<p>enable Cherwell District Council to formally promote a new Traffic Regulation Order (TRO) for Kidlington High Street.</p>	
<p><b>8</b></p>	<p><b>Proposals for High Speed Rail - HS2</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To agree to join with other Authorities along the preferred route to campaign against the proposals.</p> <p>(2) To agree to the making available of up to £50,000 from Planning Control Reserve</p> <p style="padding-left: 40px;">(i) as a contribution towards the fund being formed to campaign against the proposals and;</p> <p style="padding-left: 40px;">(ii) To fund consultancy work required to assist in the detailed assessment of the impact upon individual properties and communities along the Cherwell section of the preferred route (notionally £20,000).</p> <p style="padding-left: 40px;">(iii) delegate to the Strategic Director Planning, Housing and Economy in consultation with the Portfolio Holder the final distribution of this funding</p> <p>(3) To ask the Planning Committee to steer the detailed assessment of impact and to make the Council's representations thereon.</p> <p>(4) To require the Strategic Director Planning, Housing and Economy to bring a further detailed report to the Executive towards the end of the consultation period to enable consideration of Council's formal</p>	<p>Recommendations Approved</p>

<b>Agenda Item No.</b>	<b>Agenda Item and Recommendations</b>	<b>Decision</b>
	response to the consultation.	
<b>9</b>	<p><b>Performance and Risk Management Framework 2011/12</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To agree the proposed approach to performance and risk management for 2011/12 and request that these changes are reflected in the Council's Performance and Risk management Framework.</p> <p>(2) To agree the measures and risks that will make up the Council's performance and risk management framework for 2011/12 (appendix 1).</p> <p>(3) To request that officers report on any new performance requirements instigated by the government in the quarterly Executive reports throughout 2011/12 and work to identify and adopt examples of good practice nationally to ensure the Council's performance management remains robust and transparent.</p>	Recommendations Approved
<b>10</b>	<p><b>2011/12 Treasury Management Strategy and Treasury Management Practices</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To recommend to Council approval of the Treasury Management Policy and Investment Strategy 2011/12.</p>	Recommendation Approved
<b>11</b>	<b>Customer Service Value for Money Review and Customer Intelligence Project</b>	Recommendations Approved

Agenda Item No.	Agenda Item and Recommendations	Decision
	<p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To endorse the overall conclusions of the Customer Service VFM and Customer Intelligence reports</p> <p>(2) To adopt a new vision for Customer Service to 2013/14 (as set out in Annex 1) that seeks to reduce the cost of the service, retain or improve on existing levels of satisfaction, reduce avoidable contact, manage demand and encourage greater use of online services.</p> <p>(3) To commence a customer service transformation programme, involving all service areas, that will drive improvement in Customer Service through adopting smarter working methods to reduce avoidable contact and transactions, and through managing demand to reduce peaks and troughs in levels of transactions.</p> <p>(4) To adopt the key performance measures of speed of telephone response and call abandonment rate for the Council's corporate score card</p> <p>(5) To establish a two-year cost savings target of £257,462 for Customer Service that addresses the high cost of the service but in a sustainable way, with minimal impact on overall service to the public, as follows;</p> <ol style="list-style-type: none"> <li>1. Include the elimination of all vacant posts by 2012/13, to allow time for the new payment kiosks to reduce current workload, and seek to reduce the establishment by an additional 1 FTE per annum as the</li> </ol>	

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	<p>transformation programme reduces overall levels of contact</p> <p>2. Note savings of £125,654 built into the 2011/12 budget as follows;</p> <ol style="list-style-type: none"> <li>1. Install payment kiosks (saving £65,000) as approved</li> <li>2. Remove a vacant customer service specialist post (saving £17,000)</li> <li>3. Remove vacant hours provision (saving £20,000)</li> <li>4. Reduce the establishment by 1FTE (saving £23,654)</li> </ol> <p>3. Make savings of £131,808 in 2012/13 as follows;</p> <ol style="list-style-type: none"> <li>1. Eliminating all remaining vacant posts (saving £85,154)</li> <li>2. Reducing the establishment by an additional 1 FTE as levels of contact decline through improved working (saving £23,654)</li> <li>3. Reducing accommodation costs through plans to move out of Bicester Market Square in 2012/13 (saving £23,000) as part of the town centre project, with the service being required to find this</li> </ol>	

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	<p style="text-align: center;">saving by other means should the scheme not progress by this date.</p> <p>(6) To include discussions on the nature and number of LinkPoint offices in the council's forthcoming work on the Medium Term Financial Strategy</p>	
<b>12</b>	<p><b>Award of Contract for a Combined Insurance Programme for Cherwell District Council</b></p> <p><b>Recommendations</b></p> <p>The Executive is recommended:</p> <p>(1) To discontinue the insurance policy for money and increase excesses on a range of continuing policies.</p> <p>(2) To award a contract for a Combined Insurance Programme to Zurich Municipal for a period of three years from 1 April 2011 with the allowance purely at the discretion of the Council to extend by up to a further four years in one year increments.</p>	Recommendations Approved