

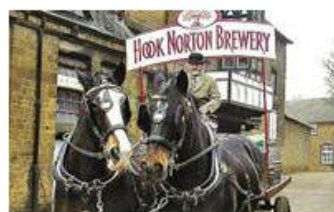
Cherwell

DISTRICT COUNCIL
NORTH OXFORDSHIRE

DRAFT

Annual Report

Council Performance 2011/12



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Introduction – a year of change, a year of achievement

Welcome to Cherwell District Council's annual performance report for 2011/12. This document looks back over the year and reviews the Council's strategic objectives and performance against them. It also highlights areas of achievement in terms of the council's key services and looks forward to the challenges we face in the future.

This report sits alongside our business plan and financial reports which set out our long term priorities, medium term financial strategy and details of our financial performance.

During 2011/12 the Council has continued to deliver high quality services, new projects and developments, innovations and improvement activities to reduce the costs of our services and increase the Council's efficiency.

Looking forward we face many opportunities and challenges. Our business plan for 2012/13 sets out an ambitious programme of service delivery and new projects which include redevelopment in Banbury and Bicester town centres, continuing investment in affordable housing and sports provision within the district, and maintaining high performance in services such as recycling and food waste collection.

2012/13 is the third year we have frozen council tax and we are continuing to explore opportunities to reduce our costs. Our innovative partnership with South Northamptonshire Council, where senior managers and some services are shared, has saved the Council a total of £686,000 per year whilst maintaining our core and frontline services. The second phase of this work will provide further savings, efficiencies and opportunities to share good practice and will contribute to our savings target of £800,000 for the coming year.

In the midst of significant change, new policy developments and unprecedented economic challenges we remain committed to working effectively with our partners to ensure high quality services are delivered in times of financial constraint.

We hope you find this annual report useful, and if you have any feedback or would like to discuss the business plan in more detail please get in touch using the contact details on page 18.

Councillor Barry Wood



Leader of Cherwell District Council

Councillor Nicholas Turner



Lead Member for Performance and Customers

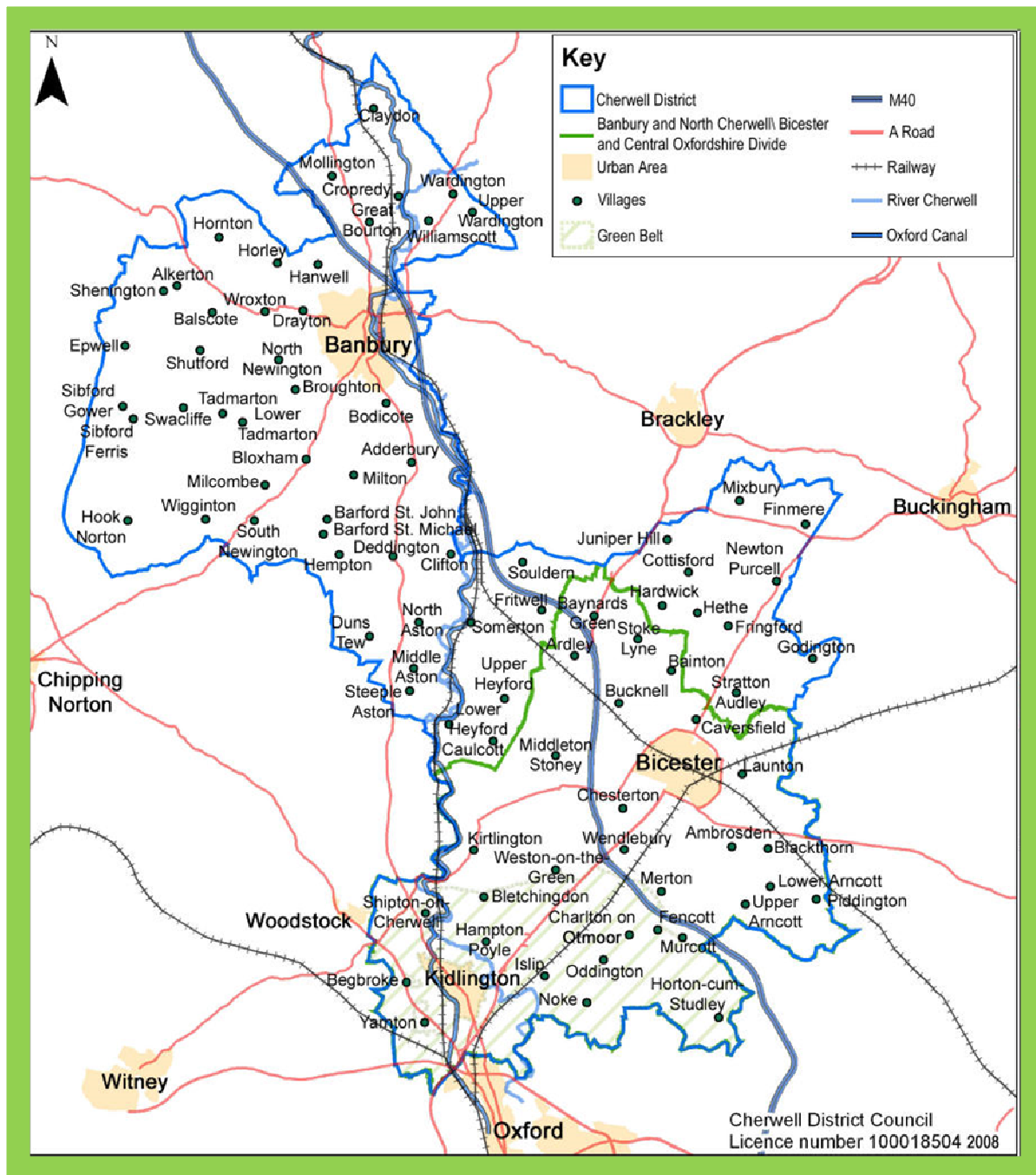
Sue Smith

Chief Executive, Cherwell District and South Northamptonshire Councils



Cherwell – an overview of the district

Cherwell District covers an area of 590 square kilometres (228 square miles) in north Oxfordshire. Named after the River Cherwell which flows through it, the District is located between London and Birmingham, at the most northern point of the South East region, where it meets the West Midlands and East Midlands. Cherwell borders Oxford City, South Oxfordshire, Vale of White Horse, West Oxfordshire, Aylesbury Vale, South Northants and Stratford on Avon Districts.



Cherwell District is centrally located and accessible, the M40 passes through the district and there are excellent rail connections to both London and Birmingham.

- Banbury to Birmingham is around 40 miles and less than an hour by train. Bicester is 60 miles from London and also just less than one hour by train.
- Cherwell's population is based in the three major settlements of Banbury, Bicester and Kidlington and small rural parishes. The district has fewer mid-sized settlements than other rural districts in Oxfordshire.

The tables below highlight some key population and economic statistics:

	TOTAL persons (000s)			2008-2018 change		Town	Population Projection 2016
	2008	2013	2018				
Oxfordshire	635.5	655.8	675.0	39.5	6%	Banbury	45639
Cherwell	138.8	143.8	149.1	13.1	10%	Bicester	31666
						Kidlington	17842

Source: Office for National Statistics 2008-based sub-national population projections, published 27 May 2010

Source: Oxfordshire data observatory 2016 population projections

Employment by Occupation (Oct 2010 – Sept 2011)	Cherwell (numbers)	Cherwell (%)	South East (%)	Great Britain (%)
Major group 1-3	28,400	39.9	48.1	43.3
1: Managers, directors & senior officials	7,400	10.4	11.4	9.9
2: Professional occupations	13,300	18.5	21.2	19.4
3: Associate professional & technical	7,700	10.8	15.3	13.9
Major group 4-5	17,700	24.8	21.5	21.9
4: Administrative & secretarial	9,200	12.9	11.7	11.1
5: Skilled trades occupations	8,400	11.8	9.7	10.7
Major group 6-7	14,200	19.9	16.4	17.2
6: Caring, leisure & other services	6,600	9.3	9.2	9.1
7: Sales and customer service	7,500	10.5	7.1	8.1
Major group 8-9	10,900	15.3	14.0	17.6
8: Process plant & machine operatives	#	#	4.7	6.5
9: Elementary occupations	9,500	13.3	9.3	11.0

Source: ONS annual population survey - # sample size too small for reliable estimate, numbers and % are for those of 16+, % is a proportion of all persons in employment

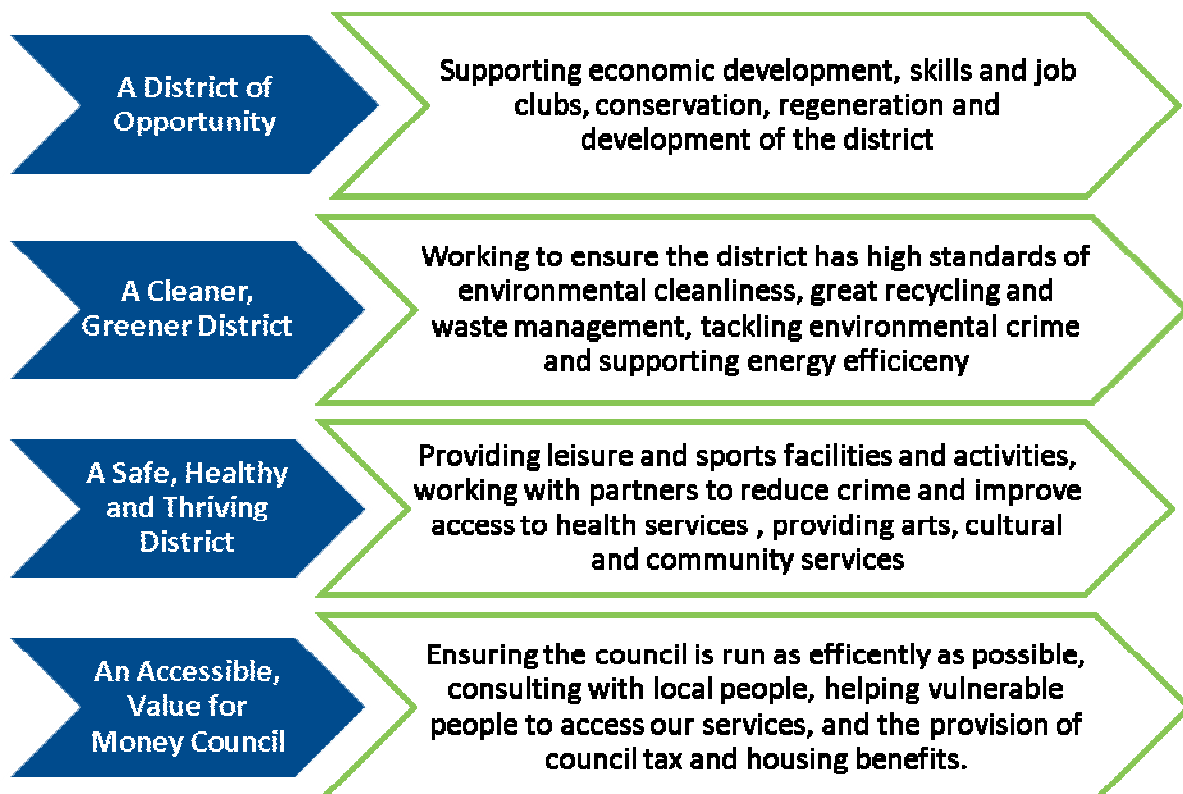
Jobcentre plus vacancies (Cherwell April 2012)		Total JSA Claimants (April 2012)			
		Cherwell (numbers)	Cherwell (%)	South East (%)	
Unfilled jobcentre vacancies (numbers)	1048	All people	1683	1.8	2.6
Unfilled jobcentre vacancies per 10,000 population aged 16-64	115	Males	1071	2.3	3.5
JSA claimants per unfilled jobcentre vacancy	1.6	Females	612	1.4	1.7

Sources: Jobcentre Plus vacancies - summary analysis and ONS claimant count with rates and proportions

Our Approach to Performance

Our long term vision for the district is ambitious. Working with our partners in the public, private and voluntary sectors we are aiming to build a district with a diverse economy. We are working to secure opportunities for all, and to help grow vibrant, thriving communities connected by a sense of pride, place and purpose.

To help deliver this vision the Council has four strategic priorities. These priorities shape the work we do, our services, plans and major projects. They are outlined below and form the basis of our performance objectives as set out in our Business Plan:

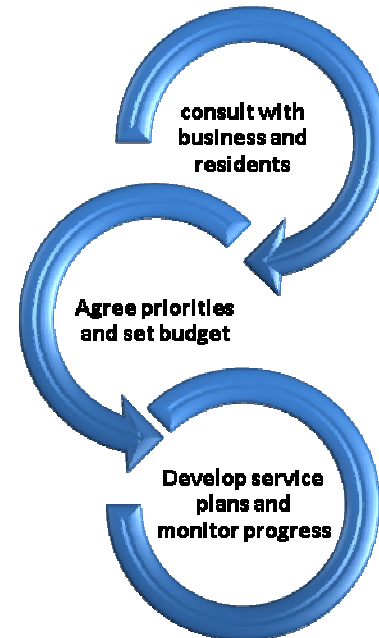


As well as our strategic priorities we set out a number of performance pledges and review our progress in terms of customer feedback, resources, delivery of services, major programmes and projects. This forms our performance scorecard which is reported quarterly.

A focus on delivery

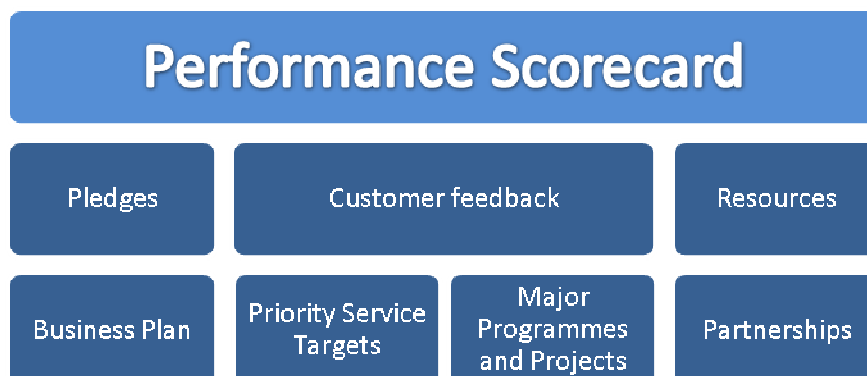
Performance, accountability and transparency

- As part of our annual business planning process we follow a clear cycle. We consult with business and residents to understand local priorities, we work with our partners to agree priorities and objectives and set a budget to deliver them, finally our services develop plans to ensure we meet our commitments and we report upon our progress.
- During operational service planning every staff member has a performance appraisal and is set targets and objectives to ensure they are working to meet the Council's priorities.



Reporting our performance

- Every quarter we review our performance. The table below outlines our performance scorecard. As with any business we report on a number of measures which reflect the council's priorities and core activities. These include the performance pledges, customer feedback and resources. We also review our business plan targets, the performance of key council services, major programmes and projects and our work with commercial and voluntary sector partners.
- This approach helps to ensure we monitor the performance of our whole organisation. Where we identify issues we report actions to be taken to the Executive.
- Details about our performance and expenditure are published on a monthly basis and can be found on the finance and performance pages of our website. www.cherwell.gov.uk



Priorities and Performance 2011– 12

2011/12 has been a year of delivery against our strategic priorities within the context of increasing demand on our services and financial constraints due to reducing levels of public expenditure.

In 2011/12 the Council made 14 performance pledges which were publicly highlighted in the council tax leaflet which was sent to every household in Cherwell. These promises reflect local priorities, are grounded within our strategic objectives and reflect the results of our corporate consultation programme.

Our Performance Pledges for 2011/12 – A Review



A District of Opportunity



- **Deliver 100 affordable homes in the district** during 2011/12 213 new affordable homes were delivered. The Council also won a national innovation award for its work supporting self build and skills development for affordable housing at Miller Road in Banbury.
- **Start building the new shops and cinema in Bicester Town Centre** Work has started and is expected to last for 18 months finishing in the summer of 2013.
- **Work with partners to reduce the numbers of young people not in education, employment or training across the district** the Council has worked with the College, County Council and careers services to help reduce the numbers of young people affected. Specific activities include job clubs targeted at young people, a young enterprise event and the promotion of apprenticeships with local business.



A Cleaner, Greener District



- **Increase the household recycling rate to above 60% the final figure for 2011/12 is just of target at 58%.** During 2012/13 information from the Council's collection vehicles in-cab system will be used to identify areas where there are lower recycling rates and targeted publicity will be used to help encourage higher recycling participation.
- **Reduce the Council's carbon footprint by installing solar panels on council buildings and generating savings in our energy costs** whilst full audited figures were not available at the time of drafting the report initial indications are that emissions will have reduced by approximately 6%. The solar panel installation programme is underway.
- **Work with partners to improve the energy efficiency of homes and enable more residents to achieve affordable energy bills** during the year 1275 households took advantage of the discounted insulation deals across the district. The council has also run a programme of energy efficiency workshops to help spread the message.

- **Deliver the Eco-Bicester demonstration projects** all of the demonstration projects are underway and on track for completion.
- **Maintain high levels of residents' satisfaction with street and environmental cleanliness** performance in this area is off track at year end. A programme of targeted neighbourhood litter blitzes will continue throughout 2012/13 to address the issue.

A Safe, Healthy and Thriving District

- **Continue to provide a wide range of recreational opportunities and activities for young people across the district** the Cherwell Play Partnership was established in January to help improve opportunities across the district, play days in Banbury and Bicester are being delivered and after school activity sessions have been developed in Banbury, Bicester and Kidlington.
- **Work with partners to maintain already low levels of crime in the district** the 'all crime' rate for 2011/12 is 9.5% lower than last year, likewise serious acquisitive crime is down by 7%.

An Accessible, Value for Money Council

- **Secure savings of at least £1 million to help meet the reduction in our government funding** during 2011/12 the Council has embarked on an ambitious value for money programme to secure efficiencies and savings through a variety of means including sharing services (focusing initially on senior management) with a neighbouring authority. This has resulted in savings targets being met and further opportunities for savings in future years.
- **Improve the information available to the public about our costs and performance** during 2011/12 the Council has continued to publish data about expenditure and has also published monthly performance summaries which are available on the web site.
- **Improve access to services by increasing online payment and appointment options** a new approach to appointments has been successfully implemented which ensures customers are able to see an advisor with reduced waiting times, the Council's website has been redesigned and now provides better promotion of and access to online payment.
- **Maintain high levels of customer satisfaction with our services** at year end performance was slightly of target with performance at 68% satisfied in comparison with 73% in 2010/11. The Council remains focused in customer satisfaction and will continue to roll out its programme of improving online access, customer outreach and satisfaction ratings will be kept under close review in 2012/13.

Highlighting our Achievements

During 2011/12 we have focused on delivery of our strategic priorities, providing value for money and key projects and services that enhance the social, economic and environmental quality of the district. Some highlights include:

A District of Opportunity

Economic Development

- Our Job Clubs have continued across the district, with over 50 events including targeted and specialist clubs aimed at specific sectors such as careers in care and groups such as younger people. This year we have also supported a self help job club for professionals and executives supported by the local MP, volunteers and council staff.
- Apprenticeships – the council has its own programme of apprenticeships, with seven new opportunities for young unemployed local people made available this year, and has worked with local business to support the establishment of new apprenticeship opportunities.
- Supporting local businesses and entrepreneurship – we have worked to provide a comprehensive set of services to support local business including:
 - providing advice to 76 local residents on setting up their own business through our Oxfordshire Business Enterprise Service
 - leading the Cherwell Business Awards to celebrate local business success and promote inward investment
 - providing an advice service for businesses seeking new sites and premises
 - supporting local business through networking events such as the Banbury in Business Exhibition



Planning Services

- 6 conservation area assessments were completed in 2011/12, along with a conservation strategy and guidance on energy efficiency in traditional homes.
- Processing planning applications (minor and other) is on target at year end with just over 76% of minor applications processed within 8 weeks.
- A new local plan for the district has been developed and will be out for public consultation in early 2012/13.

- Public consultation has been undertaken on regeneration plans for Bolton Road in Banbury.

Regeneration and Housing

- During 2011/12 we have supported the development of our town centres by commencing the town centre redevelopment in Bicester and beginning work on the south west Bicester multi-sports village. We have also set out plans for the regeneration of the Bolton Road area in Banbury.
- We have delivered 213 new affordable homes during 2011/12, these included Extra Care places for vulnerable older people in Banbury, rural affordable housing for local communities in need and shared ownership and first time buyer schemes in Bicester and Yarnton.

- Our work to support the development of affordable housing and the skills of unemployed young people through the Miller Road Self Build Project was recognised by the Local Government Chronicle and won the national award for Innovation. This project enabled local unemployed young people to gain construction related skills through a self build project providing much needed affordable housing in Banbury.



- Temporary accommodation rose briefly during the year but proactive and preventative work reduced levels and at year end 27 households were in temporary accommodation in comparison to an expected 33.
- Our preventative approach to homelessness continues to be successful and throughout 2011/12 there were no cases of repeat homelessness.
- A new Housing Strategy for Cherwell was launched which outlines our long term approach to housing work. There are two themes to the strategy having a district that is 'Investment Ready' and secondly, customers who are 'Housing Ready'. The strategy raises the commitment to the links between housing and planning, regeneration and community development and sets out to ensure that housing provision supports people with life opportunities rather than holding them back. The Council's new strategic priorities for housing are:
 - Increasing the supply and access to housing
 - Developing financially and socially sustainable communities
 - Providing housing for our most vulnerable residents
 - Ensuring homes are safe, warm and well managed
 - Preventing homelessness

A Cleaner, Greener District

Protecting the environmental quality of the district

- We now recycle between 58 and 59% of our waste and we have implemented a food waste collection service which has a customer approval rating of 80%.
- As a large local employer we seek to demonstrate our environmental responsibilities, in 2011/12 we are projecting a reduction in our CO2 emissions of 6% and we are installing solar panels to further reduce our energy costs and impacts. Our work to improve the environmental performance of our depot won us recognition with a Green Apple Award.
- Litter blitzes – as well as our routine street cleansing, work to reduce fly tipping and our zero tolerance approach to environmental crime such as littering we also work to improve things at a neighbourhood level.
- This year we have undertaken targeted neighbourhood litter blitzes across the district to ensure our streets and neighbourhoods are clean and will continue this programme next year.



Environmental Services

- We have increased the number of 'bring bank' recycling sites across the district
- Customer satisfaction with our waste and recycling rates remains high with an 88% approval rating for recycling centres, 82% approval rating for recycling collection services and an 80% approval rating for food and garden waste collection.
- 1275 homes took advantage of discounted insulation offers across the district in 2011/12 helping to improve energy efficiency and reduce fuel costs.



A Safe, Healthy and Thriving District

Supporting local communities

- Activities for older people – during 2011/12 we have delivered an average of 48 monthly sessions to help older people maintain healthy and active lifestyles.
- Activities for younger people – over the last year a number of new initiatives have been launched to help improve the participation of young people in activities and sports, these include the Cherwell Play Partnership to provide play days in Banbury and Bicester, after school sessions in Banbury, Bicester and Kidlington and council recreation 'activators' to encourage inactive young people to take up new activities.
- Advisory services – we have work to establish a new voluntary sector advisory service to support local residents seek advice, to help increase volunteering and promote volunteer driving schemes. Our partnership with the Citizens Advice Bureaux provides improved access to services and better value for money across the district.

Benefits

- During 2011/12 our time to process new housing and council tax benefits just missed its target of 17 days with our average time to process at 17.22 days.
- The average time to process changes in benefits claims is 5.78 days against a target of 13 days.
- As part of our customer access work we have aimed to identify and support customers who are impacted by benefits changes and we have also worked as part of the Brighter Futures in Banbury Project to support benefits take up. Case study evaluations of the outreach service provided in Banbury GP surgeries estimated financial benefits gained of over £24,000.

Leisure, Community and Health Services

- Leisure centres visits stand at over 1.2 million for the year. 30,000 more than last year.
- Museum visits are up on last year with a total of 198,141 visits taking place in 2011/12.
- Serious acquisitive crime is down 7% in comparison with 2010/11, violence against the person has reduced by 16%, and 90% of residents report feeling safe at home after dark and 95% safe in town centres.
- A service level agreement has been implemented with Age UK to ensure services are available to local older people to help them stay active, healthy and remain independent.

- The council has worked with local partners to support and encourage the development of new and improved health services in Bicester and retention of services at the Horton General Hospital in Banbury.

An Accessible, Value for Money Council

Efficiency Savings

- During 2011/12 we have secured savings of £1 million through an innovative value for money programme and joint working with our neighbouring council of South Northamptonshire by sharing senior management, ICT services and back office services. We have also worked to improve efficiencies through procurement and providing better access to our services through online forms and an improved website.
- Our focus on saving costs through efficiencies, procurement and partnership working has enabled us to focus on protecting frontline services and ensuring we have been able to freeze council tax for the three year period 2010/11- 2012/13.

Customer services

- During 2011/12 we have built new relationships with the local military community to help improve access to services for military personnel and people who have left or are leaving uniformed service.
- Our Connecting Communities programme provides community information and access to local public services in accessible locations.

During 2011/12 we introduced these events in Banbury and they have proved popular, the combination of activities for children and young people, community and voluntary sector advice, information about



services from the police, council and NHS and entertainment such as community food stall and local live music have helped local people access services and improve the visibility of public service sat the local level.

- We have improved our customer service by increasing the speed at which we answer telephone calls, improving our online access and introducing an appointments system to reduce waiting times.
- We have worked to improve access to our services by implementing a new appointments system which reduces waiting times. We've improved the speed at which we answer customer telephone calls from over 2 minutes in 2010/11 to 45 seconds in 2011/12 and

we have a customer outreach service which aims to improve access for vulnerable customers or harder to reach communities.

- Our general satisfaction rates remain largely stable and where there are areas to develop we are aware of them and are focused on actions to improve our performance.

Summary of customer satisfaction rates in 2011.

Service	% very/fairly satisfied				
	2011	2010	2009	2008	2007
Recycling centres	88	87	86	83	77
Household recycling service	82	83	78	75	76
Food and garden waste collection	80	76	N/A	N/A	N/A
Local area as a place to live	78	Not collected in previous years			
Waste collection	76	78	70	68	67
Leisure facilities	74	71	68	63	58
The way parks and open spaces are looked after	72	74	73	70	71
Street cleaning	64	72	67	66	63
Leisure activities	56	Not collected in previous years			
Local car parking facilities	49	63	64	63	58
Council's approach to dealing with anti-social behaviour & nuisance	43	44	36	36	30
Council's approach to dealing with environmental crime	42	Not collected in previous years			

Working in Partnership

The Cherwell Local Strategic Partnership

During 2011/12 the local strategic partnership has focused on supporting community development and voluntary sector activities. With a grant pot of £85,000 funding has been made available to the following community projects:



- **The Hill Youth Community Centre (Banbury)**
The Hill received funding to cover the start-up costs and first years funding for a weekly open access session for young people aged 11+. The project uses video, music and photography workshops to provide an opportunity for young people to have a safe, consistent group to attend where they know they will be listened to and their needs cared for. Encourage young people to feel proud about the area they live in, improving living prospects in the Brighter Future target areas of Banbury and boost local confidence.
- **The Peoples Church / Banbury Foodbank Project**
The funding has supported the project through its first year to ensure successful set up and sustainability. The funding will also support a warehouse facility with racking for storage of produce and to enable purchase of a vehicle which will enable the project to deliver parcels to those in the community who are either isolated or unable to collect their food parcels.
- **Brighter Futures – Communities Online**
Funding has been provide online community noticeboards in the Brighter Futures in Banbury neighbourhoods these will provide information about local services, what's going on locally and help improve online access.
- **WRVS – support for older people in Banbury**
WRVS received funding to support more older people to remain independent and active in their communities by integrating WRVS services in Oxfordshire to a proposed Banbury hub.
- **ARCh**
Arch received funding recruit, train and support 20 new volunteers to provide one-to-one support to needy primary school children within Cherwell helping them to develop a love of reading. This will enable ARCh to work with 60 children for one year, improving their reading ability, attitude to reading and boosting their confidence/self-esteem.
- **Home Start**
Home Start received funding to enable them to provide support to vulnerable families in Grimsbury and Castle wards where Home-Start is unable to work at the moment. This funding will allow families who have been referred by Health Visitors to receive home visits from specifically trained volunteers, offering emotional support and practical help – whatever is necessary to enable the family to give their children the best start possible.

○ **Community Land Trust (CLT)**

A CLT is a non-profit, community-based organisation run by volunteers that develops affordable housing and other assets for long-term community benefit. Community Land Trusts range in size, can be rural or urban and provide a variety of housing tenures as well as other community facilities, including workspaces, energy generation, community food and farming. Despite the diversity in the sector, Community Land Trusts tend to have in common the aims of meeting local housing needs and providing long-term community benefit.

The Cherwell Community Land Trust will be district-wide to allow cross-subsidy between housing schemes and to build capacity into both rural and urban areas.

Brighter Futures in Banbury (BFIB)

The BFIB programme aims to tackle disadvantage and deprivation in Banbury through multi-agency working; during 2011/12 the following achievements have been made:

- Improved educational attainment in Banbury in key neighbourhoods
- Reduced teenage conceptions
- Reduced crime and anti-social behaviour in key neighbourhoods
- The opening of the early intervention hub in Banbury that supports families and young people to maximise the opportunities available to them
- Targeted health screening work including cancer checks and improved take up of cervical cancer screening
- Support for carers
- Smoking and drugs support

NB a full annual review of the programme is available on our website

www.cherwell.gov.uk

Bicester

Partnership work in Bicester includes Bicester Vision and the Strategic Delivery Board for North West Bicester. Strong public private relationships exist and have ensured that progress on Bicester town centre and eco developments has been strong. A draft vision and master plan for the town has been drafted and will be available for public consultation in the early part of 2012/13.

Banbury

Partnership working in Banbury is established and a primary focus over 2011/12 has been developing plans for the regeneration and development of the town. This work will culminate in a master plan for the town.

Kidlington

The pedestrianisation of Kidlington High Street has been achieved this year, supporting improved access to shopping and local facilities at the heart of the village centre.

Managing our Resources

As a result of the comprehensive spending review in 2010 it was announced that the Council would receive a 26% reduction in formula grant for the period 2011/12-2014/15. Cherwell District Council has a strong track record of delivering significant efficiency savings and since 2007/08 we have reduced our base budget by 33%.

For 2011/12 our financial performance has been maintained in terms of both capital and revenue and provisional outturns are within set tolerance targets. Our performance demonstrates our ability to respond positively and actively to changing economic circumstances and deliver sizeable capital programmes and effective financial management. Our provisional financial outturns for 2011/12 show that variances within the revenue budget are within the Council's stated tolerances of 2%. For capital our provisional outturn is also within stated tolerances of +2% / -5%.

Our strong financial position is underpinned by effective stewardship of our resources, including:

- During 2011/12 we saved £156,084 through effective procurement. In line with our procurement strategy our work to retender for audit and dry waste recycling during the year also secured £462,400 of additional savings to be delivered during 2012/13.
- Reducing sickness absence from an average of 7.15 days per full time employee in 2010/11 to 5.97 days in 2011/12.
- Providing monthly information to the public about our performance and expenditure.
- Increasing the number of our services that can be booked, paid for or ordered online.
- Collecting over 98% of council tax and business rates.
- Over 98% of our invoices are paid within 30 days.

Joint Working with South Northamptonshire Council



Our partnership with South Northamptonshire Council has resulted in significant savings of £686,000 during 2011/12. Additional opportunities for shared working and joint services have been explored and are focused largely on back office services. We expect these opportunities to help contribute to our savings target of £800,000 over the coming year.

- a joint information technology service
- a single democratic services team
- advanced plans for joint working covering finance, procurement, performance and consultation activities

More details about our budget can be found in the Council's budget book which accompanies this document and is available on the finance pages of our website. www.cherwell.gov.uk

Looking forward

Our focus on service delivery, innovation and performance in 2012/13 remains strong. Our Business Plan 2012/13 sets out a detailed overview of our priorities and we will report progress on a quarterly basis. For the coming year we have also made a series of performance pledges. We believe these are some of the key services and projects that local people care about and our aim is to put these right at the heart of what we do. Our performance pledges are:

A District of Opportunity

- Continue to support skills development, apprenticeships and job clubs in order to reduce the number of young people not in education, employment or training.
- Deliver 100 affordable homes in the district and support opportunities for self build and developing self build skills
- Continue to strengthen the leisure and retail facilities in Banbury and Bicester town centres.
- Complete the local plan as the foundation for economic growth in the district.

A Cleaner, Greener District

- Increase the household recycling rate to 60%
- Improve local residents' satisfaction with street and environmental cleanliness continuing our successful programme of neighbourhood litter blitzes.
- Reduce the Council's carbon footprint by 4% by further improving the energy efficiency of our buildings and vehicles.
- Continue to give Cherwell residents the opportunity to take advantage of low cost, discounted insulation until the new Green Deal replaces discount funding.
- Begin construction of the Eco-Bicester houses.

A Safe, Healthy and Thriving District

- Continue working with our partners to provide support to the most vulnerable individuals and families in the district.
- Support the local health sector in building a new community hospital in Bicester
- Complete the lay out of the sports pitches at the South West Bicester sports village and finalise plans for the pavilion.
- Inspire young people to take up new sporting opportunities offered throughout the district during the Olympic year.
- Work with the local police and licence holders to roll out the 'best bar none' scheme which will help make our town centres safer in the evenings.

An Accessible, Value for Money Council



- ➔ Secure savings of at least £800,000 to help meet the medium term financial deficit
- ➔ Improve levels of customer satisfaction with our services.
- ➔ Continue to improve our website, the ease of accessing our services and giving feedback online

Getting in touch

Throughout the year the Council provides opportunities for local people to have their say. Whether this be through customer satisfaction surveys, budget consultation, consultation on new projects and services, talking to local business organisations or feedback via our link-points or web site we are keen to listen to what people like and what needs to be improved. Our consultations are published on our one-stop consultation portal which can be found at:

<http://consult.cherwell.gov.uk/portal/>

However, if you would like to feedback back about any other matter you can do so using the contact details below.

Click 	Consultation inbox: consultation@cherwell-dc.gov.uk To find and email your ward councillor: http://modgov.cherwell.gov.uk/mgFindCouncillor.aspx
Call 	The Performance and Consultation team: 01295221575 Customer Services: 01295 227001
Write 	The Performance and Consultation Team Bodicote House Bodicote Banbury Oxfordshire, OX15 4AA

For general enquiries our contact details are via the web site www.cherwell.gov.uk or the customer service team 01295 227001.

Alternative formats

This document is available in alternative formats and languages, please contact 01295 227001:

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innej formie, prosimy dać nam znać. 01295 227001

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ। 01295 227001

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。01295 227001

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