

Corporate Plan 2008/2009 Action Plan April 2008 - March 2009			
	Quarter Three	Quarter Four	Comment
<b>Cherwell: A District of Opportunity</b>			
DCP01.1.1 Present and consult on choices about major development locations in the District	<b>G</b>	<b>G</b>	A consultation on "Options for Growth" was undertaken in the autumn of 2008. Progress to the next stage of preparing the Core Strategy will depend, in part, on the outcome of the recent public consultation by Government on the eco-town programme. The result of this is anticipated in early July.
DCP01.2.1 Complete land assessments for business sites in the Local Development Framework	<b>R</b>	<b>R</b>	<b>CMT Exception</b> No progress. Pressure of eco-town work.
DCP01.3.1 Contribute to the creation of 200 new jobs in the District	<b>G</b>	<b>G</b>	817 new jobs were created in the year, although this was exceeded by the number known to have been lost in the period, which amounted to 1195.
DCP01.4.1 Complete transport studies and infrastructure needs assessment for Banbury and Bicester	<b>A</b>	<b>A</b>	<b>CMT Exception</b> Good progress. As reported in February, all ITLUS work is expected to be completed by June 2009. This will not delay overall timetable.
DCP01.4.2 Deliver £200,000 funding for transport infrastructure through developer contributions	<b>A</b>	<b>A</b>	<b>CMT Emerging Issue</b> Transport contributions from major schemes are not being released due to the economic downturn impacting on the commencement of development schemes.
DCP01.5.1 Achieve 400 new homes including a minimum of 100 affordable homes	<b>A</b>	<b>G</b>	Draft figure (subject to final checking) shows 426 completions over the year.
DCP01.6.1 Expand Choice Based Letting to be a countywide scheme	<b>A</b>	<b>G</b>	Policy changes to expand CBL to sub regional scheme approved by Executive in March 2009 - system testing and policy implementation due to start in June. The sub regional scheme is scheduled to go live by end of July 2009.
DCP01.6.2 Temporary Accommodation Strategy approved	<b>G</b>	<b>G</b>	The TA Strategy 2008/11 was approved by Executive in April 2008, and the aim is two-fold - reducing the numbers in TA in Cherwell, and reducing the negative impact of TA on households who become homeless
DCP01.6.3 Numbers in temporary accommodation reduced to 101 units	<b>G</b>	<b>G</b>	Excellent progress was made throughout 2008/09 and praise was received from CLG on the surpassing of targets. The reductions have contributed to Value for Money savings for the Council.
DCP01.7.1 Spend £300,000 on investing in better quality housing for vulnerable people	<b>G</b>	<b>G</b>	The Home Improvement Agency was brought in-house and has helped to deliver DFG schemes to vulnerable customers. All investment capital delivered fully.
DCP01.8.1 Launch and implement a new Cherwell Rural Strategy	<b>A</b>	<b>G</b>	<b>CMT Success</b> Rural Strategy document printed for formal launch at Countryside Forum on 22 April 2009.
DCP01.8.2 Deliver improved community information to rural communities	<b>G</b>	<b>G</b>	Making progress on Parish Portal (Virtual Parish Clerk) but not yet launched. 3 LinkPoints installed in rural areas.
DCP01.9.1 Complete the design of the environmental enhancement scheme for Parson's Street Banbury	<b>G</b>	<b>G</b>	Design work complete and tender documents are being produced

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DCP01.9.2 Enhance the village centre environment of Kidlington through the replacement of the street furniture	G	A	<b>CMT Exception</b> Installation commenced in 2009 but will be completed in June.
<b>A Safe and Healthy Cherwell</b>			
DCP02.1.1 Ensure at least 78% of residents say they feel safe at home and in the community	No Data	A	<b>CMT Exception</b> The Place Survey has asked two questions which are slightly different to the corporate target: Q22. How safe it is felt outside in the local area after dark = 57% Q23. How safe it is felt outside in the local area during the day = 87%.
DCP02.1.2 Work with TVP to reduce theft from vehicles, robbery and household burglary by 5%	R	G	Acquisitive crime reduced by 8.9%
DCP02.1.3 Invest significantly in technology (CCTV) to improve crime detection rates and deter crime	A	A	<b>CMT Exception</b> Project currently out to tender but due to refurbishment of Banbury Police Station, work cannot be started until 2009/10.
DCP02.1.4 Introduce the Nightsafe initiative in Bicester	G	G	Introduced in December 2008.
DCP02.1.5 Implement a new Cherwell Community Safety Strategy	G	G	Implementation underway.
DCP02.2.1 Complete the District-wide coverage of Neighbourhood Management Representatives from local communities	G	G	In place.
DCP02.2.2 Local community survey carried out by Neighbourhood Action Groups to identify current local concerns	G	G	Annual survey timetable being met.
DCP02.3.1 Support the provision of the best possible services at the Horton Hospital	G	G	Ongoing support provided for the Community Partnership Forum, the Better Healthcare Programme Board and the PCT in implementing interim services and finding an operating model for the long term. Invitation to Innovate process well underway with 27 submissions.
DCP02.3.2 Support new and improved health care services for Bicester and surrounding areas	G	G	Expression of Interest by the Council submitted to the PCT. Procurement process delayed several times. Options called for by the PCT at the expressions of interest stage limited to bedded service, facilities for ambulatory care or both together. Separate correspondence sent to the PCT promoting the SW Bicester site and urging consideration of greater flexibility of provision to meet Bicester's future health needs.

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DCP02.3.3 Implement a new Cherwell Public Health Strategy	G	G	Implementation underway.
DCP02.4.1 Help increase participation in active recreation by 1%	G	G	<b>CMT Success</b> Actual of 25.3% active adult residents against a 24% target.
DCP02.4.2 Prepare a funding and delivery plan for a Bicester multi-sports village	G	G	Project plan agreed by Executive but progress likely to be affected by slow down in housing markets/sales and reduced external funding.
DCP02.5.1 Invest £15m in rebuilding or refurbishing our sports centres	G	G	SCM programme remains on target and within budget. WGLC reports a 1 week delay owing to poor weather in February.
DCP02.6.1(a) Support and improve 12 existing community centres/organisations through grant aid funding	G	G	12 community organisations supported.
DCP02.6.1(b) Support and improve 17 village halls through grant aid funding	G	G	19 organisations supported through the Village Halls, Recreation and Sport Facilities grant scheme.
DCP02.6.2 Provide 820 formal and informal recreation opportunities for young people	G	G	There were 894 formal/informal recreation opportunities created.
DCP02.6.3 Increase the numbers of older people participating in group activities by 3%	G	G	619% increase to 13,239 attendances by older people at council led activities.
<b>A Cleaner, Greener Cherwell</b>			
DCP03.1.1 Ensure at least 90% of our streets and parks are clean at any one time	G	G	Cleanliness of district measured by NI 195 shows 93% of our streets and parks are clean at any one time.
DCP03.1.2 Extend the cleaning times of all urban centres	G	G	Extended cleaning hours operating in urban centres.
DCP03.2.1 Increase our recycling rate to 49% by 31 March 2009	G	G	2008/09 recycling rate of 49.6% achieved.
DCP03.2.2 Reduce the amount of waste sent to landfill by 1500 tonnes by 31 March 2009	A	G	Reduction in landfill tonnage is more than 1600 tonnes.
DCP03.3.1 Undertake 10 county wildlife site surveys	G	G	Achieved.
DCP03.4.1 Reduce the Council's carbon dioxide emissions by 4%	G	A	<b>CMT Exception</b> All the data is not yet available but the fall in CO2 emissions looks to be less than 4%. The refurbishment of Bodicote House and the closure of TCO only made a small contribution in 08/09 but this contribution is expected to be greater with full year effect in 10/11.

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DCP03.5.1 Inform all residents on actions individual households can take to reduce carbon emissions	G	G	Residents informed through Cherwell link, website and a widely available brochure.

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DCP03.6.1 Maintain at least 71% resident satisfaction with green spaces and public areas	G	G	Council survey indicates an 89.6% satisfaction level.
<b>Cherwell: An Accessible, Value for Money Council</b>			
DCP04.01.1 Introduce a single, centralised customer complaints process	G	G	The complaints procedure is now established, complete with online forms for use by customers and customer service assistants.
DCP04.01.2 Ensure that at least 90% of our customers are satisfied with our customer service	G	G	<b>CMT Success</b> The level of satisfaction achieved in March is 99%. This is for both face to face and telephone customers.
DCP04.01.3 Increase Cherwell Link to four editions per year	G	G	Four editions distributed. 2009 schedule includes four issues.
DCP04.02.1 Secure level 3 and work towards level 4 status in the national equality standard	A	G	<b>CMT Success</b> Self-assessment evidence supports Level 3 achievement.
DCP04.03.1 Baseline our existing complaints resolution performance	G	G	The main sources of complaints handling in previous year all confirmed 100% resolution within the published time.
DCP04.04.1 Achieve a score of 3 against the KLoE for VfM in the Use of Resources assessment	G	G	Achieved.
DCP04.04.2 Deliver a balanced, revenue-based budget without calling on reserves	G		
DCP04.04.3 Secure £210,000 in efficiency savings of which £160,000 procurement savings	G	G	£309k of procurements savings year to date identified contributing to £260k target for full year. (PROVISIONAL)
DCP04.05.1 Keep our council tax rise to below the rate of inflation for 2009/10	G	G	Council tax rise of 2.9% is below the prevailing rate of inflation (Consumer Price Index: January 2009, 3%).
DCP04.06.1 Produce a combined annual report of performance and finance	G	G	Achieved. This secured a level 4 score in the Use of Resources assessment and was confirmed as an example of "notable practice" by the Audit Commission.
DCP04.07.1 Review the outcome of the One Stop Shop pilot at Bodicote House	G	G	Exit survey of customers as all our local offices provided a wealth of evidence that the new layout is liked and appreciated. Specific feedback from disabled users and through customer feedback cards has or is being acted on.
DCP04.07.2 Re-launch town centre offices in Banbury and Kidlington	G	G	New local one stop shops - to be branded "LinkPoints" opened in Bicester and Kidlington in place of our former cash offices, and in Banbury alongside our Tourist Information Centre.

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DCP04.07.3 Provide rural customers with more ways to access our services	A	G	Community Access points launched. Slow progress with Paypoint due to contract matters with Paypoint.
DCP04.08.1 Review the 6 month Webcasting pilot extension	G	G	We acquired mobile webcasting equipment for six months to assess its use and value. Plenty of good ideas for webcasts away from the Council Chamber were forthcoming but none were realised and so the mobile pilot was closed with no evidence to support further work. There has been considerable success in extending the range of meetings webcast, however, including Planning and external organisations such as the Better Healthcare programme.
DCP04.09.1 Ensure that 70% of our customers when asked feel well informed about the Council	No Data	A	Target off track, measured by annual customer satisfaction survey. It is suggested that a corporate approach to developing an action plan to address this issue is developed. There is some risk that the target for 2009/2010 could be affected.
DCP04.10.1 Increase the proportion of total customer interactions that are handled online to 14%	G	G	We have significantly exceeded this target as a result both of providing many more opportunities for people to deal with us electronically and becoming more sophisticated in the way we measure our contact, as a result of moving to a single customer service team.

Number Green and Amber Percentage	51 92.73%	53 98.15%
<b>Overall Action Plan Status</b>	<b>Amber</b>	<b>Amber</b>