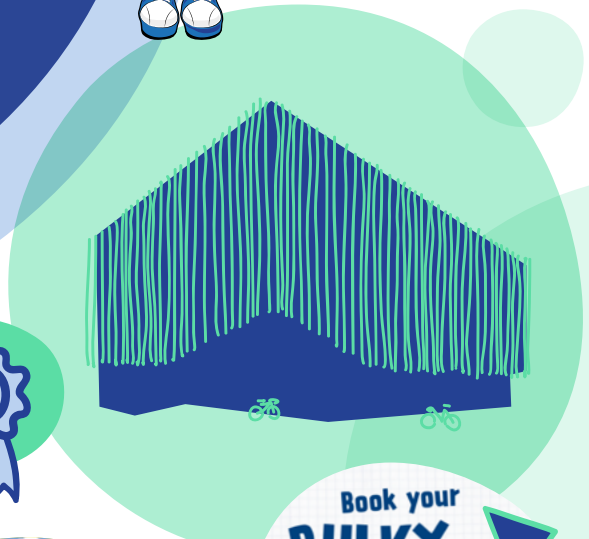


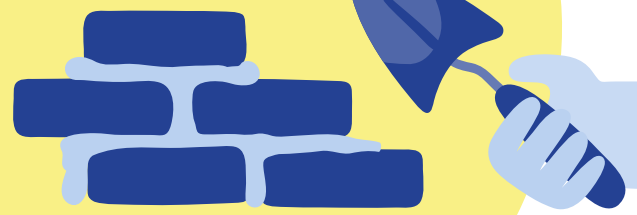
# Annual Report 2018-2019



hub's



**FAST**  
Families Active, Sporting Together



**Cherwell**  
DISTRICT COUNCIL  
NORTH OXFORDSHIRE

## Foreword by Cllr Wood and Yvonne Rees

Welcome to Cherwell District Council's annual report, providing an overview of our performance and our key achievements in 2018 to 2019.

This past year has seen the council continue to deliver high quality services and invest in the district despite the continuing financial challenges we face.

Housing continues to be a priority for the council and we know this is a key issue for our local residents. This year we approved our new Housing Strategy shaping the housing delivery for the district with a particular emphasis on providing adapted living for elderly, disabled and vulnerable residents.

In 2018-2019, we saw 510 new affordable homes delivered, comprising 335 Affordable Rented units and 175 Shared Ownership units. The council's Build! team continued to play a key role in delivering housing in the district particularly through the development of 42 apartment development at Gardeners Close, Bicester offering first-time buyers the opportunity to own their own homes. We also delivered 22 specialist housing units for young homeless people, care leavers and persons with learning difficulties in the district.

One of our priorities is working to maintain a safe, green and clean district and I am pleased that our recycling rate remains high. This past year has seen the council deliver and support a number of 'green' initiatives including the arrival of electric vehicles at our depots, supporting the Oxfordshire Green Tech project and delivering the Perch Eco Business Centre in Bicester which became the first Passivehaus Plus certified development in the UK promoting the highest standards in energy efficiency.

Supporting our communities is another of our priorities and this past year has seen a significant number of projects and activities take place. A record number of children took part in our holiday hubs to keep active during the summer holiday and we launched our Activity Maps in December, helping residents find sports, arts, learning and socialising activities in their local area.

We have continued our strong tradition of investing in our town centres during this past year which saw the full construction of Castle Quay 2 begin in February. This exciting development will deliver a new leisure and restaurant offering as well as upgrades to the existing shopping centre. It will also act as a link between the neighbouring amenities of Spiceball Leisure Centre, The Mill and the existing Castle Quay shopping centre, improving connectivity within the town centre and ensuring a dynamic evening economy for residents and visitors alike.

While this report looks back on our achievements in the last year, we are already moving ahead to deliver our business plan for 2018-2019 and to improve our services so that we get the best outcomes for the residents and businesses of Cherwell.

The business plan can be found on our website [www.cherwell.gov.uk](http://www.cherwell.gov.uk). I hope you enjoy reading about our achievements.



A handwritten signature in black ink, appearing to read 'Barry Wood'.

Councillor Barry Wood  
Leader of Cherwell District Council



A handwritten signature in black ink, appearing to read 'Yvonne Rees'.

Yvonne Rees  
Chief Executive  
Cherwell District Council

# Our priorities: Protected, green and clean

Working to ensure the district has high standards of environmental cleanliness, great recycling and waste management, tackling crime and supporting energy efficiency.

## Street cleanliness

**Six Neighbourhood Blitzes** were held during 2018-2019, helping our communities to keep areas clean, giving discounts on bulky waste collections, removing graffiti and providing recycling advice.



## Waste collection

**54%** recycling rate in 2018-2019. We collected **60,508 tonnes of rubbish and recycling**, which is equivalent to 6,185 lorry loads. [Click here](#) to find out more.



## Low carbon

**Oxfordshire Green Tech project launched** in partnership with Bioregional and Cambridge Cleantech bringing together businesses and organisations to support the growth of the low carbon sector in the district and the county.



## Electric vehicles

Thorpe Lane waste and recycling depot goes green, welcoming **three electric vans** helping to cut carbon and costs, with lower tax and maintenance costs.



## Online booking

**New online booking system for bulky waste collection**, reporting of missed bins and ordering of additional/new bins launched during 2018-2019 making it easier for residents to keep the district clean.



[cherwell.gov.uk/bulkywaste](http://cherwell.gov.uk/bulkywaste)



# Our priorities: Protected, green and clean

Working to ensure the district has high standards of environmental cleanliness, great recycling and waste management, tackling crime and supporting energy efficiency.

## Community safety

Working alongside Thames Valley Police we set up **Departure Zone trailers** in Banbury and Bicester to offer stay safe advice to residents during the festive party season.

#PARTYSAFEHOME SAFE



## Small Repairs

Our small repairs service **assisted 331 households** including the **fitting of 122 key-safes** to ensure vulnerable residents could be safely discharged from hospital.



## Eco development

Perch Eco Business Centre in Bicester became **the first Passivehaus Plus** certified development in the UK.

This innovative building, comprising of co-working space and serviced offices over three floors, has been sensitively designed to be distinctive, eco-friendly and sustainable and will accommodate up to 125 people. These high-quality workspaces have been created to attract individuals, start-ups and small businesses, generating new jobs for the local community.

[perchcoworking.co.uk](http://perchcoworking.co.uk)



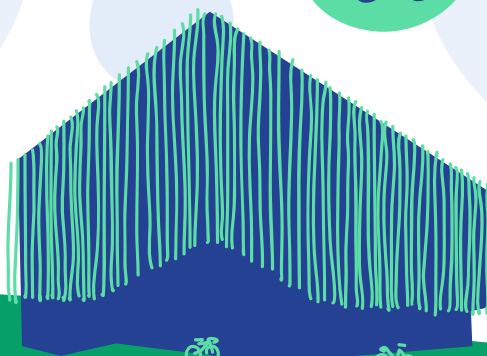
## Conservation

**Five conservation area reviews** were successfully completed in 2018-2019.



## Britain in Bloom

Banbury and Bicester each won **Silver Gilt** in the Town Centre category of the **Thames and Chiltern in Bloom Awards**, one of 16 regional and national campaigns which make up Britain in Bloom with the RHS.





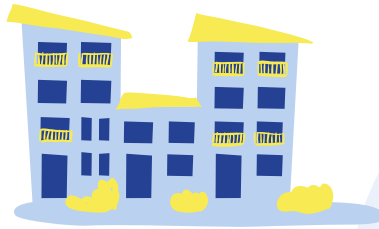
# Our priorities: District of opportunity and growth

Supporting economic development, employment, conservation, regeneration and development of the district.



## Housing Strategy

Cherwell District Council approved its **Housing Strategy for 2019-2020**, shaping the housing delivery for the district with particular emphasis on providing adapted living for elderly, disabled and vulnerable residents.



## Local plan

Progress on key documents shaping the future of the district including **a public hearing** for the Partial Review which took place in February 2019.



## Housing target

**1,387 new homes** were completed across the district, comfortably beating the adopted local plan target of 1,142.

Delivery was focussed on key Local Plan sites: 348 homes completed on large sites in Banbury, 196 at Kingsmere, Bicester and 103 at Heyford Park, Upper Heyford.



## First time buyers

**42 apartments** at Gardeners Close in Bicester were built and released **by Build!** (an award winning initiative by Cherwell District Council to look at alternative ways to deliver affordable homes for local people). This development offers first-time buyers the opportunity to own their own homes.



*"...there's a real need for the work we are doing to provide more variety and accessibility in housing. I'd urge anyone who's interested in buying their first home to look into our Build! properties and register for the government's Help to Buy scheme."*

**Cllr Lynn Pratt**

## Specialist housing

**22 specialist housing units** have been delivered via the cherwell Build! team for young homeless people, care leavers and persons with learning difficulties.



# Our priorities: District of opportunity and growth

Supporting economic development, employment, conservation, regeneration and development of the district.



## Funding awarded

**£480k** Garden Town funding awarded from the Ministry of Housing, Communities and Local Government to support on-going work in Bicester.



## Shopping centre

Full construction of Castle Quay 2 began in February 2019. This exciting development will deliver a **new leisure and restaurant offering**. Acting as a link between neighbouring sites such as the Spiceball Leisure Centre and the existing Castle Quay shopping centre, **connectivity will be improved** within the town centre of Banbury alongside the creation of a dynamic evening economy.



## Investment

New major investments in the district during 2018-2019 including companies such as TVS Supply Chain Solutions, Rink it, British Bakels and Teknos.



## Job fairs

Three fairs took place during 2018-2019, with over **360 attendees and 26 local employers** exhibiting.



## Events hosted

Once again, Banbury hosted Monte Carlo Historique Rallye with an impressive classic car display attracting huge crowds.



## Unemployment

levels in Cherwell continued to be **lower than the regional and national average; 2.8%** against 4.2% nationally.



## Our priorities: Thriving communities

Providing affordable housing, leisure and sports facilities and activities. Working with partners to improve access to health services. Providing arts, cultural and community services.



### Community centre

**The Hill, Banbury** Youth and Community Centre redevelopment commenced in November 2018, by a registered member of the 'Considerate Constructors Scheme', emphasising the company's respect for the local community and environmental protection.



£215k

£

### Funding secured

**£40k** in funding awarded by the Minister of Housing, Communities and Local Government to build new community facilities and play area for Deddington and Stratton Audley.

...



**£136k** Rough Sleeping Initiative funding awarded to Cherwell District Council to help rough sleepers and single homeless people.

...



**£215k** awarded by Sports England to fund the Families Active Sporting Together Programme (FAST), with over 154 families benefiting from it this year.



### Help provided

731 households were prevented from becoming homeless during 2018-2019 through proactive case working.



### Support initiative

The 'Roof Over My Head' initiative supported by Cherwell District Council was launched in October 2018, designed to **give people advice** on how to maximise their income, adapt to changes and access training and employment.



### Affordable homes

510 new homes were delivered comprising 335 **Affordable Rented** units and 175 **Shared Ownership** in 2018-2019.



Families Active, Sporting Together



### Public consultation

Consultation events were held in **Bretch Hill and Grimsbury**, attended by over 400 residents sharing aspirations and wishes for 2019.



# Our priorities: Thriving communities

Providing affordable housing, leisure and sports facilities and activities. Working with partners to improve access to health services. Providing arts, cultural and community services.



## Ageing residents



Age Friendly Banbury partnership developed and initiatives put in place to make Banbury a **'great place to grow old'**.



## School holidays

3,882 attended **holiday hubs** that keep children active in the school holidays.

+ up 12% from 2017.



## Outdoor gym

Two **outdoor gyms** were installed in Bicester. People can charge USB devices using their own efforts on the equipment at both sites. An innovative app is being tested which lets users track the energy they generate, and get motivational push notifications, on their smartphone.



## Healthy habits

1,821 children took part in **lunchtime activation**

+ up 8% from 2017.

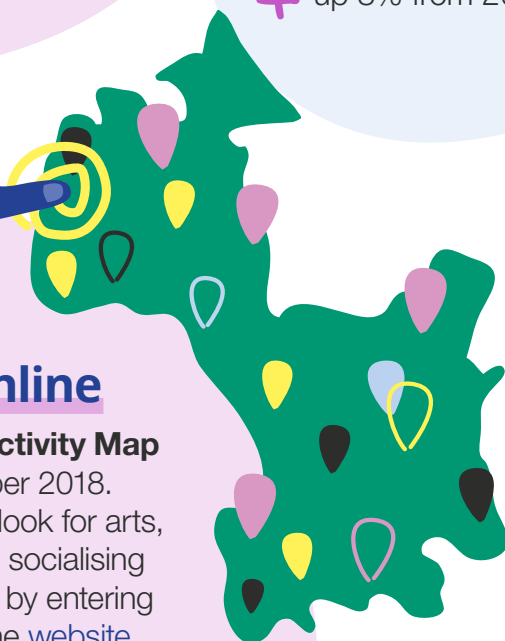


## Social and active

18 **health walks** were organised, **10,476** people participated and 651 registered.

## Activities online

North Oxfordshire **Activity Map** went live in December 2018. Residents can now look for arts, sports, learning and socialising activities in the map by entering their postcode on the [website](#).



## Healthy eating

**'Make and Try' cooking sessions** were held between July and November 2018, teaching families to eat more healthy using store cupboard ingredients from the Food Bank and Tesco's Community Programme.





# How we connect with you

Ensuring the council is run as efficiently as possible, consulting with local people, helping vulnerable people to access our services and providing council tax and housing benefits.

## Regulatory Services



From the people who responded to our customer satisfaction survey:

**90%** were happy with the service provided

**91%** said the council could help them with their issue

## Bulky Waste

[cherwell.gov.uk/bulkywaste](http://cherwell.gov.uk/bulkywaste)

**98%** would recommend the service to friends and family

**96%** were satisfied with the collection of items

**93%** were satisfied with booking process

## Customer Service figures

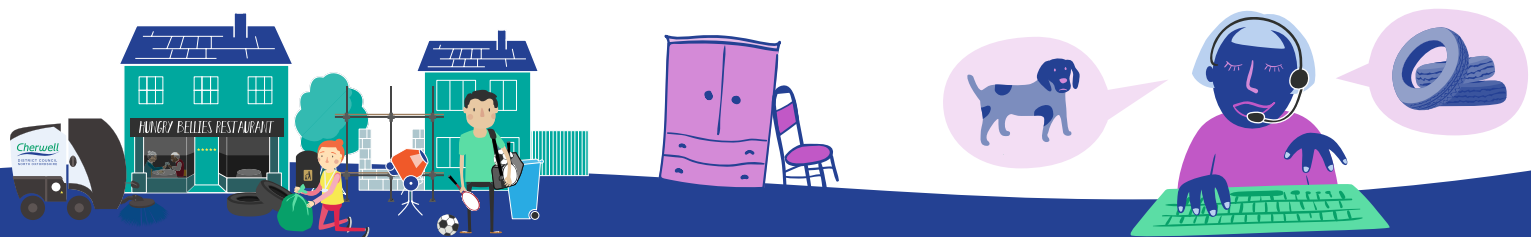
In April 2018 - March 2019 we interacted with you through:

**150,227** phone calls received

**78,211** emails processed

**20,007** face to face meetings

**This totals: 248,445** interactions



## What you say

Our annual satisfaction survey takes place every year. The information you provide is vital in helping to make sure our services keep in step with what you, our residents, want.

**33%**

agree that the council provides value for money

**85%**

are satisfied with food and waste collection service

**79%**

are satisfied with their local area as a place to live

**62%**

are satisfied with the street cleaning service

**75%**

are satisfied with our recycling centres

**57%**

are satisfied with the leisure facilities provided by the council

**69%**

are satisfied with the way parks and play areas are looked after

**48%**

are satisfied with the leisure activities provided by the council

**86%**

are satisfied with the waste collection (green bin)



## How we spend your money



In 2018-2019 we spent £20,500,000 providing essential services to our residents. This includes the cost of salaries, goods and contracts, repairs and utilities. These costs are off-set by the money we receive from Government grants, our share of Business Rates and Council Tax. Below you can see in detail how these funds have been used.

### Where did our budget come from?

**£637,000** came from Government grant

**£6,215,000** from Council Tax

**£9,653,000** from Business Rates

**£3,995,000** from New Homes Bonus

**This adds up to:**

**£20,500,000** - our budget for 2018-2019

### Where did we spend our budget?

Here is where we spent our 2018-2019 budget and what services each directorate covers.

#### **£6,441,000 - Environment**

Environmental services, environmental health and licensing

#### **£6,182,000 - Wellbeing**

Communities, housing, leisure and sport

#### **£1,859,000 - Finance and Governance**

Law, governance, finance, procurement, revenues, benefits, property investment and contract management

#### **£2,118,000 - Place and growth**

Economy, regeneration, planning policy and development

#### **£3,900,000 - Customers & service development**

Customer services, IT, human resources, payroll, performance, transformation, strategic marketing and communications

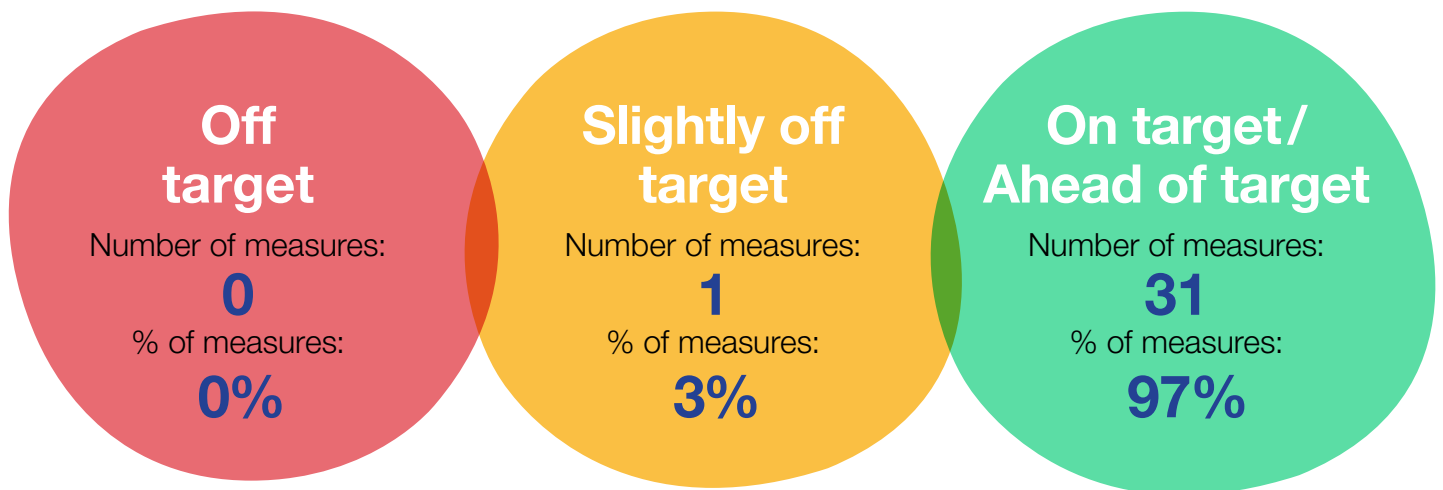


## Performance in numbers: Summary

We use performance and project management reporting to ensure that we are focused on the delivery of our objectives, allowing us to recognise successes and areas for improvement in a quick and transparent way.

Below summarises the progress we have made delivering against the activities, tasks and projects outlined in our business plan under each of the three strategic priorities.

We use a **red – amber – green system**, where green refers to a target wholly met, amber to a target narrowly missed and red to a target missed by 10 per cent or more.



### Get in touch

If you have any additional feedback, please contact us using any of the means below.

#### Find and email your ward councillor here:

[www.cherwell.gov.uk/findmycouncillor](http://www.cherwell.gov.uk/findmycouncillor)

#### Call customer services:

01295 227001



#### Write:

Cherwell District Council  
Customer Services  
Bodicote House  
Bodicote  
Banbury  
Oxfordshire  
OX15 4AA

### In summary...

A fantastic achievement for the end of 2018-2019 during which the overall performance across all of our strategic priorities was very positive. The above graphic illustrates that out of 32 measures we only had one measure which didn't quite meet the target at the end of the year. The remaining 31 measures all reached the stringent targets for 2018-2019.

This year has been challenging and throughout we have listened to 'you' our customers and continued to make improvements to services.

### Your voice

Throughout the year we provide opportunities for our residents to have their say.

Whether it is through customer satisfaction surveys, consultations on budgets, new projects and services, talking to local business organisations or feedback via our website, we are keen to listen to what you like and what needs to be improved.

Participate in the live consultations and sign up to notifications of future consultations here:

[www.cherwell.gov.uk/consultation](http://www.cherwell.gov.uk/consultation)  
[consultation@cherwell-dc.gov.uk](mailto:consultation@cherwell-dc.gov.uk)