

**Corporate Plan  
2009/2010 Action Plan  
April 2009 - March 2010**

	Quarter Three	Quarter Four	Comment
<b>Cherwell: A District of Opportunity</b>			
DCP01.1.2 Submit LDF Core Strategy	<b>G</b>	<b>G</b>	<b>CMT Success</b> Consultation on Draft Core Strategy on schedule to be completed by April 2010.
DCP01.1.3 Complete Canalside Regeneration Area Supplementary Planning Document draft	<b>G</b>	<b>A</b>	<b>CMT Emerging Issue</b> Public consultation completed on Supplementary Planning Document (SPD). Technical issues have arisen over flooding and viability / deliverability which will take longer to resolve. This will delay to eventual reporting of the public consultation on the Draft SPD back to Executive. This delay is not, however, critical in terms of the overall delivery of the canalside project.
DCP01.2.2 Work with partners to start Bicester town centre development	<b>A</b>	<b>G</b>	Very significant progress has been made with the completion of a development agreement. Some preliminary tree work was undertaken in February, and the main infrastructure work is expected to start in April 2010.
DCP01.2.3 LDF Core Strategy submission to include justification for new employment land provision	<b>G</b>	<b>G</b>	The Draft Core Strategy was published in February 2010 for public consultation and this consultation began on 22nd February. The Draft Core Strategy includes policies for employment land and some strategic employment allocations.
DCP01.3.1 Contribute to the creation of 200 new jobs	<b>G</b>	<b>G</b>	403 jobs were recorded as having been created in the District during the year, although 749 were recorded as having been lost.
DCP01.3.2 Help and support Cherwell's residents and businesses through uncertain times	<b>G</b>	<b>G</b>	Banbury Job Club has completed its first year of operation. The innovative club held its first meeting on 30 January 2009 and it's gone from strength to strength since then. The successful formula of offering job seekers the chance to meet directly with employers, career experts and financial advisors has proved a hit, and has been extended to cover Bicester. Cherwell District Council has launched an apprenticeship scheme aimed at helping young people into employment, and has recruited six apprentices itself. The council has been working with the Learning and Skills Council, Oxford and Cherwell Valley College, and Connexions to set up the scheme. Last year Cherwell hosted a Skills Summit that identified the lack of suitably skilled and work-ready recruits in the district. To help remedy that, the scheme will encourage recruitment of young people currently not in education, employment or training.
DCP01.4.2 Deliver £200,000 funding for transport infrastructure through developer contributions	<b>A</b>	<b>A</b>	Developer contributions are limited due to the economic climate and the reduction in significant/large scale planning applications. There has however been indication that there is potential for movement from housebuilders, this should be tempered with significant issues related to viability.
DCP01.5.2 Achieve 300 new homes	<b>G</b>	<b>G</b>	<b>CMT Success</b> A total of 495 gross (448 net) new homes were built during 2009/10.

DCP01.5.3 Deliver 100 affordable	<b>G</b>	<b>G</b>	<b>CMT Success</b> 196 new affordable homes have been delivered.
DCP01.6.4 Fully integrate Choice Based Letting and housing advice available through CCC	<b>G</b>	<b>G</b>	<b>CMT Success</b> Choice Based Lettings is full integrated. In March CDC met with sub-regional partners at the Sub-Regional allocations group.
DCP01.6.5 Temporary Accommodation Strategy operational	<b>G</b>	<b>G</b>	<b>CMT Success</b> The Temporary Accommodation Strategy is fully operational and has successfully reduced the number of households in temporary accommodation to 29.
DCP01.7.2 Spend £400,000 on investing in better quality housing for vulnerable people	<b>G</b>	<b>G</b>	<b>CMT Success</b> Final spend £726k.
DCP01.8.3 Make major improvements to Parsons Street, Banbury	<b>G</b>	<b>G</b>	<b>CMT Success</b> The scheme was largely completed by the end of March, with only minor works remaining to be completed. It has been widely welcomed, and is generally accepted to be a major success. It has been undertaken well within the contract timetable, and significantly under budget.
DCP01.8.4 Undertake improvements	<b>A</b>	<b>G</b>	Banbury market launch planned and all ready for 1 April will soft launch on Saturday 3 April 2010.
DCP01.8.5 Invest in enhancement of market square in Bicester	<b>G</b>	<b>G</b>	The scheme is being led by OCC who are contributing the majority of the budget. Following a successful public consultation in the autumn, a revised option is being worked up, and will be reported to the Executive for approval shortly. Once a detailed scheme has been approved by both CDC and OCC, it will be necessary to commence the process of revising traffic orders to suit.
DCP01.8.6 Implement the Banbury Visitor Management Plan	<b>G</b>	<b>G</b>	Plan complete, includes illustrations of three new buildings for the extended town trail and two new information panels for the new Tourist Information Points.
DCP01.8.7 Prepare a Banbury Residents Parking Scheme	<b>R</b>	<b>G</b>	Executive agreed to progress with development of further design detail and report back to a future Executive with target should implementation be approved as 2011, after Civil Parking Enforcement.
DCP01.9.3 Complete review of planning policy framework for villages through LDF	<b>G</b>	<b>G</b>	The Draft Core Strategy was published in February 2010 for public consultation and this consultation began on 22nd February. The Draft Core Strategy includes policies for creating a hierarchy of villages to which some further housing growth may be directed. It also sets out other strategic policies to guide development across the rural areas.

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National Indicators							
	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI154 Net additional homes provided	348	282	<b>G</b>	444	376	<b>G</b>	Exceeding the target is largely due to the recording of unanticipated, small 'windfall' developments not included in the original projection.
NI155 Number of affordable homes delivered (gross)	177	80	<b>G</b>	199	100	<b>G</b>	<b>CMT Success</b> 196 new affordable homes have been delivered
NI156 Number of households living in Temporary Accommodation	37	41	<b>G</b>	29	33	<b>G</b>	<b>CMT Success</b> The Temporary Accommodation Strategy is fully operational and has successfully reduced the number of households in temporary accommodation to 29.

	<b>Corporate Plan Actions</b>	<b>National Indicators</b>
Number Green and Amber	18	3
Percentage	100.00%	100.00%

<b>Corporate Plan 2009/2010 Action Plan April 2009 - March 2010</b>			
	Quarter Three	Quarter Four	Comment
<b>A Safe and Healthy Cherwell</b>			
DCP02.1.6 Ensure at least 79% of residents say they feel safe at home and in the community	<b>G</b>	<b>G</b>	Cherwell District Council Annual Satisfaction Survey 2009 aggregated result = 82.75%.
DCP02.1.7 Work with partners to reduce crime and anti-social behaviour by 200 offences/incidents	<b>G</b>	<b>G</b>	<b>CMT Success</b> All Crime reduced by 718 offences against last year. Anti Social Behaviour reduced by 617 against last year.
DCP02.1.8 30% of CCTV recorded incidents to result in arrests (est target 1,400)		<b>G</b>	<b>CMT Success</b> 41.6% of total arrests made were initiated/observed/evidenced via the CCTV system.
DCP02.1.9 Invest in the digital upgrade of CCTV network and the use of fibre optic cables	<b>G</b>	<b>G</b>	<b>CMT Success</b> CCTV upgrade completed. Media launch planned for 15 April.
DCP02.2.3 Support 4 voluntary neighbourhood initiatives to reduce anti-social behaviour	<b>G</b>	<b>G</b>	Support for "Operation Confidence" Anti Social Behaviour (ASB) action plan involving police, street wardens and local neighbourhoods Targeted members of the community who had made frequent reports of ASB. Operation Confidence continuing with Cherwell to show positive results in increasing Public Confidence. Market Place event took place in summer 2009 with good attendance and it is intended to be repeated in 2010. NAG Conference took place in November 2009 with 80 members present held as best practice by ACC Rowell TVP and will be held again 2010. Inclusion Fusion event held in Banbury in September 2009. Kidlington NAG has now formed a 'Youth Action Tasking Group' dealing specifically with youth issues in Kidlington. Operation Confidence TVP in partnership with CDC ASB team ran an intensive enforcement operation in the RHN Ward as part of a larger TVP exercise/operation. The purpose of the Operation was to promote high visibility policing in order to increase public confidence. Support to RHN NAG to bid for funding to provide a Banbury youth bus, unfortunately it was unsuccessful.
DCP02.2.4 Invite the public to a minimum of 3 public NAG meetings to develop local priorities	<b>A</b>	<b>G</b>	AGM's held in Kidlington first of its kind, well advertised however not well attended. Bicester & Bicester Town very well attended. Banbury/Bicester Rural was attended by 30 members of the Public, RHN and Banbury Town similar. Best Practice Neighbourhood event held at CDC in November 2009. Neighbourhood management steering group continuing to meet to develop Public Engagement.
DCP02.3.1 Support the provision of the best possible services at the Horton Hospital	<b>A</b>	<b>G</b>	The Council has supported the Oxfordshire PCT in the activities of the Better Healthcare Programme Board and the Community Partnership Forum. The PCT has determined the need for consultant delivered paediatric and obstetric services. ORHT delivery proposals are currently under review to determine affordability.
DCP02.3.2 Support new and improved health care services for Bicester and surrounding areas	<b>A</b>	<b>G</b>	The Council has supported the Oxfordshire PCT in its procurement process through the Project Team and Community Forum. Invitation to Participate in Dialogue documents are being finalised calling for outline solutions for the reprovision of Bicester Hospital. The future hospital site will be determined through this process.

DCP02.3.4 Work with Primary Care Trust to deliver new GP-led health centre in Banbury	<b>G</b>	<b>G</b>	This scheme was completed and the new GP and associated services commenced in September 2009.
DCP02.3.5 Establish a programme to address health inequalities in the District	<b>G</b>	<b>G</b>	Brighter Futures in Banbury project up and running with a dedicated programme manager. It is focused on targeting key areas in Banbury as a pilot for the rest of the District.
DCP02.4.1 Help increase participation in active recreation by 1%	<b>G</b>	<b>G</b>	Although the Active People 3 results (Oct 08 - Oct 09) indicate a drop from 25.3% to 21% the results are not statistically valid so the participation rate remains unchanged. Awaiting results of the Active People survey (3).
DCP02.4.3 Increase number of new walkers participating annually in local health walks by 10%	<b>G</b>	<b>G</b>	Target exceeded. Increased both the number of health walks and the numbers attending. Nordic Walking also introduced.
DCP02.4.4 Secure funding to deliver the Bicester Multi-Sports Village project	<b>A</b>	<b>A</b>	Developing revised project programme for 2010/11 in the light of development timetable. Project Board meetings resumed. External funding streams (Sport England and the Football Foundation) have been significantly reduced but we are continuing to keep them involved in the project so they are prepared for any bids when we are at the appropriate stage.
DCP02.5.2 Open new Spiceball and improved Bicester & Kidlington leisure centres	<b>G</b>	<b>G</b>	New Spiceball Leisure Centre opened to the public on budget and ahead of published completion date. BLC and KGLC continue to be well received by customers.
DCP02.5.3 Re-open Woodgreen Open Air Pool	<b>G</b>	<b>G</b>	Woodgreen open air pool opened to the public 2 August 2009. Pool very well received by customers.
DCP02.5.4 Replace synthetic pitch surfaces at Coopers School and North Oxon Academy	<b>G</b>	<b>G</b>	Replacement synthetic pitch surfaces completed and opened in September, on time and on budget.
DCP02.6.4 Support and improve 19 community recreation venues through grant aid funding	<b>G</b>	<b>G</b>	Target achieved.
DCP02.6.5 increase numbers of new older people participating in group activities by 300	<b>G</b>	<b>G</b>	Target exceeded. In September 386 new participants, by the end of year there were 426.
DCP02.6.6 Increase participation by young people in positive activities by 1%	<b>G</b>	<b>R</b>	The result from the 2009 Tell Us 4 survey regarding take up of positive activities is very disappointing – showing 9.5% reduction. A number of issues have been identified ie only 1 of 6 schools surveyed which (Banbury School) was in Cherwell. A number of actions have been agreed to improve matters next year.
DCP02.6.7 Support Banbury Town Council in preparing football development plan for town	<b>G</b>	<b>G</b>	Have just appointed a consultant to produce the Development Plan and prepare any related funding bids.

National Indicators							
	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI08 Adult participation in sport and active recreation (%)				21.22	27.30	<b>R</b>	Although this is a drop in performance the Active People Survey doesn't consider this to be a statistically significant change from October 2008.
NI015 Serious violent crime rate (per 1,000 population)	0.37	0.28	<b>R</b>	0.41	0.38	<b>A</b>	Cherwell has recorded only 4 offences in this category for the month of March, 3 less than this time last year. The Target YTD is 0.38 (reduce S.V.C by 2%) and with the no. of offences recorded this year Cherwell's Actual YTD end of year is 0.41 (a total of 57 offences an increase of 6 offences on last year).
NI016 Serious acquisitive crime rate (per 1,000 population)	5.72	5.82	<b>G</b>	7.21	7.76	<b>G</b>	Overall reduction of 9.1%. Burglary dwelling was up 23% due to a spike in the last quarter which was attributable to a small number of prolific offenders. However, it should be noted that a significant no. of these offenders were caught and charged with these offences with a detection rate of 19% which is up 7% on last year. Robbery of business was down 35% and Robbery of personal was down 14%. Theft from Vehicle was down by 23%. Theft of Vehicle was up 3% which was 5 more thefts on last year.
NI020 Assault with injury crime rate (per 1,000 population)	4.82	4.77	<b>G</b>	6.19	4.77	<b>G</b>	This was down nearly 6% on last year, with 38 less offences on last year. It is worth noting that there is evidence to suggest that Cherwell has a higher than average amount of alcohol related assaults that other districts in the county. The counter measures are already in place in the current TVP violent crime patrol plan and in the ASB service plans and Action groups strategies.
NI110 Young people's participation in positive activities (%)	N/A	N/A	N/A	N/A	80.50	<b>R</b>	The result from the 2009 Tell Us 4 survey regarding take up of positive activities is very disappointing – showing 9.5% reduction across Oxfordshire (this is done countywide not by district). A number of issues have been recognised including the poor take up by schools and that only 1 school was in Cherwell. A number of follow up actions have been agreed to make improvements for next year.

**Corporate Plan Actions**

**National Indicators**

Number Green and Amber Percentage

19  
95.00%

3  
60.00%

**Status**

**Amber**

**Red**



**Corporate Plan  
2009/2010 Action Plan  
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	Quarter Three	Quarter Four	Comment				
<b>A Cleaner, Greener Cherwell</b>							
DCP03.1.3 Increase residents' satisfaction with street & environmental cleanliness from 66% to 70%	<b>A</b>	<b>A</b>	67% satisfaction achieved.				
DCP03.1.4 Remove 90% of fly tipping within 48 hours of reporting	<b>G</b>	<b>G</b>	Over 90% of fly tips removed within 48 hours.				
DCP03.1.5 Achieve 94% of land inspected at an acceptable litter standard.	<b>G</b>	<b>G</b>	97% of land clear of litter.				
DCP03.2.3 Increase the household recycling rate to 50% by 31 March 2010	<b>G</b>	<b>G</b>	Recycling rate 51.3%.				
DCP03.2.4 Reduce the amount of waste sent to landfill by 1000 tonnes by 31 March 2010	<b>G</b>	<b>G</b>	Landfill tonnages have fallen by around 1300 tonnes.				
DCP03.2.5 Introduce a food waste recycling service	<b>G</b>	<b>G</b>	Last part of district , 6000 properties in Banbury to be added first week in April. Scheme has been successfully rolled out with good participation and very few customer problems.				
DCP03.3.1 Undertake 10 county wildlife site surveys	<b>G</b>	<b>G</b>	Completed by January.				
DCP03.4.2 Reduce the Council's vehicle emissions by 10%	<b>G</b>	<b>G</b>	Achieved by the combination of our vehicle replacement programme and reduced fuel usage. Fuel usage fell by over 6% due to efficiencies in collection and more fuel efficient vehicles. A new refuse collection vehicle emits only 40% of the NOx and 20% of the particulates (PM10s) of the vehicle it replaces.				
DCP03.5.2 Inform all businesses on actions they can take to reduce carbon emissions	<b>A</b>	<b>G</b>	Businesses being contacted by Environmental Information Exchange (EiE) in late March on behalf of Cherwell regarding waste and climate change issues.				
DCP03.6.2 Achieve at least 72% resident satisfaction with green spaces and public areas	<b>G</b>	<b>G</b>	95% satisfaction achieved.				
<b>National Indicators</b>							
	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI191 Residual household waste per household (kg)	359.42	367.40	<b>G</b>	481.36	490.00	<b>G</b>	Residual waste per household less than 484kg/household, comfortably less than the 490kg/household target.



NI192 Percentage of household waste sent for reuse, recycling and composting	53.11	50.00	<b>G</b>	51.27	50.00	<b>G</b>	Recycling rate 51.3% - food waste recycling made a small contribution in 2009/10 but will make a big contribution in 2010/11.  This data is tied to NI 185 and will not be available until the end of May 2010. However performance is expected to be good due to lower emission vehicles on the fleet.
NI194i Emissions of NOx							
NI194ii Percentage reduction in NOx emissions							
NI194iii Emissions of PM10							
NI194iv Percentage reduction in PM10 emissions							
NI195a Improved street and environmental cleanliness (litter) (%)	3.00	4.00	<b>G</b>	2.00	4.00	<b>G</b>	98% of our Streets were litter free only 2% were below standard, this was better than expected.
NI195b Improved street and environmental cleanliness (debris) (%)	11.00	9.00	<b>R</b>	8.00	9.00	<b>G</b>	Only 8% of our streets were below standard for debris this was better than expected.
NI195c Improved street and environmental cleanliness (graffiti) (%)	0.00	1.00	<b>G</b>	0.00	1.00	<b>G</b>	There was very little graffiti spotted on street cleansing inspections - too low to score.
NI195d Improved street and environmental cleanliness (fly posting) (%)	0.00	1.00	<b>G</b>	0.00	1.00	<b>G</b>	There was very little fly posting spotted on street cleansing inspections - too low to score
NI 196: Improved street and environmental cleanliness - fly tipping				1.00	1.00	<b>G</b>	Fly tipping is substantially down on 2008/09. A fall from 670 to 448. Prosecutions and enforcement action against fly tippers also increased.

**Corporate Plan Actions****National Indicators**Number Green and Amber  
Percentage10  
100.00%7  
100.00%**Status****Green****Green**

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	Quarter Three	Quarter Four	Comment
<b>Cherwell: An Accessible, Value for Money Council</b>			
DCP04.01.2 Ensure that at least 90% of our customers are satisfied with our customer service	<b>G</b>	<b>G</b>	94% customers asked in March were happy with our customer service. This target has been met consistently throughout the year.
DCP04.01.4 Provide customers with a simple choice of numbers to access Council services	<b>G</b>	<b>G</b>	Proposal going to the Executive April 2010.
DCP04.02.2 Work towards achieving excellent status in the Equality Standard for Local Government	<b>G</b>	<b>G</b>	Preparation on track for assessment in 11/2010. Executive agreed on 1st March to aim for 'achieving' status at the first IDEA assessment.
DCP04.03.2 90% of complaints received are resolved within Stage One	<b>G</b>	<b>G</b>	All the complaints received in March were dealt with within stage one.
DCP04.03.3 95% of all complaints that are escalated to Stage Two are resolved	<b>G</b>	<b>G</b>	No complaints have been escalated to stage two in March.
DCP04.03.4 No complaints escalated from Stage Three to the Ombudsman	<b>G</b>	<b>G</b>	No complaints were escalated to the Ombudsman in March.
DCP04.04.4 Retain overall score of 3 in UoR Assessment and secure score of 4 for at least 1 KLoE	<b>A</b>	<b>A</b>	We achieved an overall 3 in UoR obtaining a score of 3 in all disciplines despite the regime being a harder test. We are hoping to achieve a score of 4 in KLOE 1 in our 2009/10 assessment.
DCP04.04.5 Secure £600,000 efficiency savings of which £200,000 procurement savings	<b>G</b>	<b>G</b>	We are projecting to deliver £693K efficiencies against a target of £600K. A number of efficiencies included within the £1M Action plan are being considered for inclusion. Now that the budget for 10/11 has been completed a detailed review of efficiencies is being undertaken in preparation for our July return.
DCP04.04.6 Make it easier for local businesses to trade with us	<b>G</b>	<b>G</b>	Liaising with Oxfordshire Town Chambers Network over placing of tender adverts on their website. Participating in Oxford Meet the Buyer event on 29th April.
DCP04.05.2 Take steps to reduce our costs by further £m by 2010/11	<b>G</b>	<b>G</b>	As at 31st March 2010 we have secured the £1M - (100%). . This action plan is being reviewed regularly by CMT and forms part of our monthly budget monitoring Dashboard.
DCP04.06.2 Produce a combined annual report of performance and finance	<b>G</b>	<b>G</b>	Approved at Audit and Risk Committee on 23 September 2009 and distributed to stakeholders and website.
DCP04.07.4 Promote the web based Positive Activities Offer to young people	<b>G</b>	<b>G</b>	Work on Youth Microsite commenced. Promoted on CDC web page, promoted on all the Youth Activator notice boards in all schools, direct link on CDC youth Face book page and cards are being distributed to every pupil across the County.

DCP04.07.5 Place 10 new 'Link Points' in rural areas	<b>G</b>	<b>A</b>	Five link point kiosks have been installed in Cropredy, Deddington, Sibford Ferris, Heyford Wharf and Ambrosden. Three PayPoints, allowing customers to pay council and other bills locally, have been installed in village shops in Kirtlington, Cropredy and Ambrosden. These eight new local access points are in addition to the self-service points in our LinkPoint offices in Kidlington, Bicester and Banbury.				
DCP04.07.6 Enable access to a limited number of our partners' services through our access points	<b>G</b>	<b>G</b>	Verbal agreement from JobCentre Plus to start operating sign-on at our Bicester LinkPoint from April 2010. Surgeries continue from CAB, and Sanctuary Housing have run surgeries during the year at Bicester and Kidlington.				
DCP04.07.7 Promote local events through the North Oxfordshire.com website	<b>G</b>	<b>G</b>	Website events section working better - still need to encourage more event promoters to include photographs but district coverage improving.				
DCP04.08.2 Increase the number of public Council meetings which are webcast	<b>G</b>	<b>A</b>	During the year Parish meetings, health meetings and a Member speaking "to camera", but the overall amount of webcasting hasn't increased significantly.				
DCP04.09.2 Ensure that 72% of our customers when asked feel well informed about the Council	<b>A</b>	<b>A</b>	<b>CMT Exception</b> Data measured annually, no change from previous month.				
DCP04.10.2 We will increase the percentage of transactions completed electronically to 50%	<b>G</b>	<b>G</b>	The percentage in the last quarter was 73%, boosted by a surge of online access during the snow event in January, illustrating the capacity of our customers and our online channel to take a much bigger share of customer access.				
<b>National Indicators</b>							
	Quarter Three Actual	Quarter Three Target	Quarter Three Performance	Quarter Four Actual	Quarter Four Target	Quarter Four Performance	Comment
NI14 Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer (%)	6.38	15.00	<b>G</b>	7.23	15.00	<b>G</b>	Face to face - avoidable contact 381, value, 8895 total contact 9276. phones avoidable contact 1151, value 3711, total contact 4862. During March 10, awareness sessions were held to accurately record failure and value contact.
NI179 Value for money - total net value on ongoing cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year (£)	450,000	450,000	<b>G</b>	600,000	600,000	<b>G</b>	The Council has overachieved against its target of £600k for efficiencies savings by £200k as a result of the £1m action plan being achieved.

**Corporate Plan Actions****National Indicators**

Number Green and Amber Percentage

18  
100.00%2  
100.00%**Status****Green****Green**