

Corporate Plan 2008/2009 Action Plan April - December 2008			
	Quarter Two	Quarter Three	Comment
Cherwell: A District of Opportunity			
DCP01.1.1 Present and consult on choices about major development locations in the District	G	G	Public consultation on "options for growth" now completed. Information currently being analysed.
DCP01.2.1 Complete land assessments for business sites in the Local Development Framework	A	R	CMT Exception Further assessment of employment land needs to be commissioned to support LDF however resource pressures (particularly owing to additional eco town work) have meant that this project is slipping. It is expected that any additional work can be completed by early 2009/10 and will not delay Core Strategy timetable.
DCP01.3.1 Contribute to the creation of 200 new jobs in the District	G	G	Total new jobs created in the district now amount to 652 since 1 April. However, in that period 672 are known to have been lost.
DCP01.4.1 Complete transport studies and infrastructure needs assessment for Banbury and Bicester	A	A	CMT Exception ITLUS work progressing well, however some capacity issues owing to Halcrow (transport consultants) being required to undertake work (for CDC) on eco towns. Also, some additional modelling required for Banbury.
DCP01.4.2 Deliver £200,000 funding for transport infrastructure through developer contributions	G	A	CMT Emerging Issue The s106 agreement for Bicester Town Centre is currently with Sainsbury's legal team for final ratification. When this is completed funding in principle will be in place, however this need to be tempered by the current economic climate and its potential impact on a site start that would trigger payments. Smaller payments have been cleared through the s106 process in December, again these are dependant on the schemes starting on site.
DCP01.5.1 Achieve 400 new homes including a minimum of 100 affordable homes	R	A	CMT Exception See comments from September and the ongoing difficulties in response to the credit crunch. Currently this is having less impact upon completions of affordable housing than on overall delivery of market housing.
DCP01.6.1 Expand Choice Based Letting to be a countywide scheme	A	A	CMT Exception The Choice Based Lettings project is nearing completion however delays in implementation of new software will result in the project slipping from March until June 09. This is due to the software supplier Abritas not being able to resource the sub regional project until June 09.
DCP01.6.2 Temporary Accommodation Strategy approved	G	G	The Temporary Accommodation Strategy has been approved and published.
DCP01.6.3 Numbers in temporary accommodation reduced to 101 units	G	G	CMT Success 77 households were recorded as living in temporary accommodation for December 2008.

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DCP01.7.1 Spend £300,000 on investing in better quality housing for vulnerable people	G	G	CMT Success The Disabled Facilities Grants budget has been committed in the first three quarters with the help of £250k additional budget & £60k transferred from the discretionary budget. That equals 104 jobs approved at a value of £740k. This added to the approved budget carried forward from 07/08 will give a projected spend for 08/09 of £938k equalling approximately 140 completions.
DCP01.8.1 Launch and implement a new Cherwell Rural Strategy	A	A	Report to February Executive.
DCP01.8.2 Deliver improved community information to rural communities	A	G	Parish Liaison meeting held in November. Webpage dedicated to parish News/Business. Access provided to webcast of the Parish Liaison meeting. Coordinated distribution of parish council correspondence/information.
DCP01.9.1 Complete the design of the environmental enhancement scheme for Parson's Street Banbury	G	G	Design work is virtually complete, and tender documentation will be ready on time.
DCP01.9.2 Enhance the village centre environment of Kidlington through the replacement of the street furniture	G	G	Successful consultation process undertaken and support identified for materials to be used for street furniture. Press release to be made once we have progressed and are more certain with procurement. Portfolio Holder report to sign off equipment selection due January 2009.
A Safe and Healthy Cherwell			
DCP02.1.1 Ensure at least 78% of residents say they feel safe at home and in the community	No Data	No Data	No data available until Place Survey and/or Citizens Panel.
DCP02.1.2 Work with TVP to reduce theft from vehicles, robbery and household burglary by 5%	A	R	CMT Exception Thames Valley Police unlikely to achieve this target - latest projections suggest a 2% reduction
DCP02.1.3 Invest significantly in technology (CCTV) to improve crime detection rates and deter crime	A	A	CMT Emerging Issue TVP planning major refurbishment works at Banbury Police Station which could delay capital programme to upgrade CCTV suite.
DCP02.1.4 Introduce the Nightsafe initiative in Bicester	A	G	CMT Success Nightsafe Bicester launched on 10 December 2008.
DCP02.1.5 Implement a new Cherwell Community Safety Strategy	G	G	CMT Success New 3-year strategy agreed by CCPP and Executive, and published on website
DCP02.2.1 Complete the District-wide coverage of NM Representatives from local communities	G	G	CMT Success All six neighbourhood action groups established with community representation
DCP02.2.2 Local community survey carried out by NAGs to identify current local concerns	G	G	CMT Success All NAGs have identified their top three priorities through community surveys

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DCP02.3.1 Support the provision of the best possible services at the Horton Hospital	G	G	Better Health Care Programme pursuing four workstreams involving Board and Forum members. Health needs assessment complete. Interim service arrangements largely in place.
DCP02.3.2 Support new and improved health care services for Bicester and surrounding areas	G	G	PCT procurement process delayed. OJEU advert to be placed in mid January.
DCP02.3.3 Implement a new Cherwell Public Health Strategy	G	G	Health Strategy adopted.
DCP02.4.1 Help increase participation in active recreation by 1%	G	G	Increase in participation remains on target. Latest figures from Sport England show increase in participation in Cherwell.
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.
DCP02.5.1 Invest £15m in rebuilding or refurbishing our sports centres	G	G	Progressing in accordance with agreed timescales.
DCP02.6.1(a) Support and improve 12 existing community centres/organisations through grant aid funding	G	G	Provision of grants and advice.
DCP02.6.1(b) Support and improve 17 village halls through grant aid funding	G	G	CMT Success Grants allocated but not claimed until work/projects completed.
DCP02.6.2 Provide 820 formal and informal recreation opportunities for young people	G	G	Good progress being made. On target.
DCP02.6.3 Increase the numbers of older people participating in group activities by 3%	G	G	There are now 10,749 participants in group activities.
A Cleaner, Greener Cherwell			
DCP03.1.1 Ensure at least 90% of our streets and parks are clean at any one time	G	G	On track - litter score very good, detritus score lagging but will improve in the next quarter.
DCP03.1.2 Extend the cleaning times of all urban centres	G	G	Cleaning being carried out in the urban centres into the early evening.
DCP03.2.1 Increase our recycling rate to 49% by 31 March 2009	G	G	Recycling rate on track for 49.5% - 50%.
DCP03.2.2 Reduce the amount of waste sent to landfill by 1500 tonnes by 31 March 2009	R	A	Reduction in landfill tonnage will be in excess of 1400 tonnes, may hit 1500 tonnes.
DCP03.3.1 Undertake 10 county wildlife site surveys	G	G	Completed last month.
DCP03.4.1 Reduce the Council's carbon dioxide emissions by 4%	A	G	Reduction appears to be on track.
DCP03.5.1 Inform all residents on actions individual households can take to reduce carbon emissions	G	G	Leaflet widely available and has been distributed to more than 12,000 properties.

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DCP03.6.1 Maintain at least 71% resident satisfaction with green spaces and public areas	G	G	CMT Success Satisfaction rating of 89.6%
Cherwell: An Accessible, Value for Money Council			
DCP04.01.1 Introduce a single, centralised customer complaints process	G	G	CMT Success This is now in place with associated online form and new leaflet. Some teething issues as we try to avoid double recording.
DCP04.01.2 Ensure that at least 90% of our customers are satisfied with our customer service	G	G	95% satisfaction overall. 100% over the phone, 92% face to face.
DCP04.01.3 Increase Cherwell Link to four editions per year	G	G	Fourth edition distributed. 2009 schedule includes four issues.
DCP04.02.1 Secure level 3 and work towards level 4 status in the national equality standard	A	A	Work plan agreed to reach level 3 by year end
DCP04.03.1 Baseline our existing complaints resolution performance	G	G	Not certain all previous complaints recorders have provided their evidence but for those that have, last year's performance was 100%.
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	A	G	The prompt and effective cost containment actions taken within the year have impacted positively on areas of earlier concern.
DCP04.04.3 Secure £210,000 in efficiency savings of which £160,000 procurement savings	G	G	£174k of procurements savings YTD identified contributing to £260k target for full year.
DCP04.05.1 Keep our council tax rise to below the rate of inflation for 2009/10	G	G	
DCP04.06.1 Produce a combined annual report of performance and finance	G	G	CMT Success 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	Achieved.
DCP04.07.3 Provide rural customers with more ways to access our services	A	A	Discussion held with a number of interested shops/outlets. These have been plotted and show good spread across the District. Likelihood is 3/4 being up and running this year.
DCP04.08.1 Review the 6 month Webcasting pilot extension	G	G	Achieved.
DCP04.09.1 Ensure that 70% of our customers when asked feel well informed about the Council	No Data	No Data	

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DCP04.10.1 Increase the proportion of total customer interactions that are handled online to 14%	G	G	CMT Emerging Issue We are still using the definition of online customer interaction that was agreed in 2006/07. This will be reviewed and re-baselined this year so we will end with two figures - one as we will measure going forward, and one as close to the same criteria as used in 06/07 as we can.

Number Green and Amber	50	51
Percentage	96.15%	92.73%
Overall Action Plan Status	Amber	Amber