

Corporate Scorecard 2012/2013

Corporate Pledges : Final Quarter / Year End

Measure Definition	Responsible Service	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comment on Performance
A District of Opportunity				
Continue to support skills development, apprenticeships & job clubs in order to reduce the number of young people not in education, employment or training	Strategic Planning & the Economy	G	G	During Q4 15 regular Job Clubs were held: 6 in Banbury, 6 in Bicester and 3 in Kidlington - a total of 171 job seekers attended. 10 Career & Opportunity Gateway Job Clubs were held at the Mill Cottage in Banbury helping 74 people find work. In addition, 10 Job Club workshops were held through Career Connect helping 156 job seekers. This brings the total number of job clubs held during 2012/13 to 135 with 1,225 job seekers attending.
Deliver 100 affordable homes in the District and support opportunities for self build and developing self build skills	Regeneration & Housing (Housing)	G	G	The target of 100 homes has been exceeded for the 7th consecutive year. 113 affordable homes were delivered, successes included:- Eco Bicester affordable housing demonstration project at Bryan House resulting in affordable homes at levels 4 & 5 of the code for sustainable homes (national energy efficiency standard) which is the highest level of sustainable affordable housing ever delivered in the Cherwell District and 18 units of affordable homes at the former Dashwood primary school provided affordable homes that meet the conservation needs of the local area and make a significant contribution to Brighter Future in Banbury initiative.
Complete the local plan as the foundation for economic growth in the district	Strategic Planning & the Economy	G	A	Need to consult on focused changes have delayed consideration of Plan by full Council. Due to complete end of June 2013. Environmental Impact now due Autumn 2013.
Continue to strengthen the leisure & retail facilities in Banbury & Bicester Town Centres	Regeneration & Housing (Regeneration)	G	G	Bolton Road development options are being reviewed in the light of the decision by Waitrose to potentially locate retail opportunities on the Spiceball re development area. Once a final outcome for Spiceball has been determined it is likely a revised Supplementary Planning Document will be prepared to determine the detailed redevelopment options for Bolton Road. The meeting with the Scottish Widows architects and developer partner to discuss concept for developing Spiceball took place in January, subsequently informal Executive considered the outline scheme. Further design meetings are still taking place with Waitrose, and their developers. Re design meetings have been scheduled in April 2013 and subject to this meeting it is proposed to submit an outline planning application. Work is progressing well on the leisure and retail facilities in Bicester Town Centre and is slightly ahead of programme.
A Cleaner, Greener Cherwell				
Increase the household recycling rate to 60%	Environmental Services	A	A	Recycling rate was 55% against target of 60% for Quarter 4 Recycling rate has fallen below 2011/12 due to a combination of factors:- The Environment Agency stopped allowing the composting of street sweepings from Summer Garden waste tonnages were very low in March due to the very cold weather Drift downwards of dry recycling - the fall in dry recycling is again due to a combination of factors including lower newspaper sales.
Improve local residents' satisfaction with street & environmental cleanliness continuing our successful programme of neighbourhood litter blitzes	Environmental Services	G	G	Satisfaction with Street Cleansing rose from 64% to 69%, the second highest recorded.

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Corporate Pledges : Final Quarter / Year End

Measure Definition	Responsible Service	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comment on Performance
A Cleaner, Greener Cherwell .. Continued				
Reduce the Council's carbon footprint by 4% by further improving the energy efficiency of our buildings and vehicles	Environmental Services	A	G	Full data not yet available although it looks to be in excess of 4% when renewables are included.
Continue to give Cherwell residents the opportunity to take advantage of low cost discounted insulation under the new Green Deal replaces discount funding	Regeneration & Housing (Housing)	G	G	The Discount Insulation schemes across the country ceased to be available at the end of September 2012 when CERT funding (from the energy companies) finished. Green Deal is the new national scheme and the Council is working with partners to establish a Green Deal Provider service that will give residents access to the Green Deal and its funding, but it will not provide 'discounted insulation' as the former schemes did.
Begin construction of the Eco-Bicester houses	Strategic Planning & the Economy	G	G	Construction of the houses is expected to begin in Summer 2013 following the discharge of planning conditions and obligations.
A Safe, Healthy and Thriving District				
Work with local police and licence holders to roll out the "best bar none" scheme which will help make our town centres safer in the evenings	Public Protection & Development Management	A	A	A review of progress and delivery planning meeting was held with Thames Valley Police. Candidates identified for assessor training in April 2013.
Continue working with our partners to provide support to the most vulnerable individuals and families in the District	Community Services (Community Safety)	G	G	Thriving families being incorporated into Cherwell Safer Communities Partnership plan as well as Joint Agency Tasking and Coordinating (JATAC)
Complete the layout of the sports pitches at the South West Bicester Sports Village and finalise plans for the Pavilion	Community Services (Leisure)	G	G	Weather delayed completion of drainage and landscape planting. Revised programme to be completed in October/November 2013.
Inspire young people to take up new sporting opportunities during the Olympic Year	Community Services (Leisure)	G	G	Activator program and Sportivate initiative linking in with sports clubs to offer pathways into sport.
Support the local health sector in building a new community hospital in Bicester	Community Services	G	G	Primary Care Trust (PCT) procurement process completed successfully. New hospital agreed for existing site. Awaiting financial close of contract and start on site.

Corporate Scorecard 2012/2013

Corporate Pledges : Final Quarter / Year End

Measure Definition	Responsible Service	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comment on Performance
An Accessible Value for Money Council				
Secure savings of at least £800,000 to help meet the medium term financial deficit	Finance & Procurement (Finance)	G	G	Overachieved and built into a balanced budget for 13/14 and reduction of 5 year Medium Term Financial Strategy (MTFS) deficit.
Improve level of customer satisfaction with our services	Transformation (Performance)	G	G	The 2012 Annual Satisfaction Survey showed that in most areas satisfaction has improved. Whilst Anti-social Behaviour (ASB) & Car Parking satisfaction also improved satisfaction they are two areas identified for further improvement.
Continue to improve our website, the ease of accessing our services & giving feedback online	Transformation (I T)	G	G	Analytical data taken from webpage hits and regular meetings with customer services ensure the website home page features top tasks required by our customers. Usability and accessibility features are achieved by following Socitm, Siteimporve, Plain English best practice.
Corporate Scorecard				
Financial Performance				
Percentage variance on revenue budget expenditure against profile (+2%/-5%)	Finance & Procurement (Finance)	G	G	Projections for year end out turn show a variance from budget within the tolerance levels of +2% / -5%
Percentage variance on capital budget expenditure against profile (+2%/-5%): Other projects	Finance & Procurement (Finance)	G	G	Recognising slippage of some Capital projects from 2012/13 to 2013/14 the outturn projection for variance on budget is within acceptable tolerance limits of +2% / -5%
Human Resources				
Staff turnover (voluntary leavers)	Transformation (H R)	G	G	Ten voluntary leavers in Quarter 4 4 - Community Services; 3 - Environmental Services; 2 - Regeneration & Housing; 1 - Strategic Planning & Economy Full Year turnover = 4.1% (total of 19 voluntary leavers)
Number of days lost through sickness	Transformation (H R)	G	G	Average days sickness absence per FTE for 2012/13 was 6.16 - 64% of which related to short term sickness absence and 36% long term. This compares to 5.97 in 2011/12.
Organisational Resilience / Staff Satisfaction	Transformation (H R)	A	A	Staff Survey will be issued to all staff in June 2013. Staff champions are currently being sought.

Corporate Scorecard 2012/2013 Corporate Pledges : Final Quarter / Year End

Measure Definition	Responsible Service	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comment on Performance												
Customer Services																
Speed of response to telephone calls	Community Services (Customer Services)	A	A	<p>March: Average speed of answer 2 minutes 07 seconds. Abandoned calls rose from 12.6% in February to 13.0% in March This is attributed to annual billing and the significant reforms to the benefits regime beginning to impact on individuals. Peaks were felt on days when the changes were heavily featured on the national news and when the letters hit the doorsteps. We experienced the highest levels recorded and coped with less staff available to take them.</p> <p>Average speed of answering needs to be addressed by increasing resources or reducing the number of calls by making services accessible online.</p> <p>Full Year Stats: Average speed of answer 1 minutes 32 seconds and 13.2% calls were abandoned.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Total Calls Offered</th> <th style="text-align: left;">Av Speed</th> <th style="text-align: left;">Av % abandoned</th> </tr> </thead> <tbody> <tr> <td>10/11 = 168383</td> <td>2.16 mins</td> <td>19.9%</td> </tr> <tr> <td>11/12 = 161258</td> <td>1.09 mins</td> <td>8.9%</td> </tr> <tr> <td>12/13 = 169660</td> <td>1.32 mins</td> <td>13.2%</td> </tr> </tbody> </table>	Total Calls Offered	Av Speed	Av % abandoned	10/11 = 168383	2.16 mins	19.9%	11/12 = 161258	1.09 mins	8.9%	12/13 = 169660	1.32 mins	13.2%
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Corporate Plan : 2012/2013
A District of Opportunity : Final Quarter / Year End

Objective/Measure Definition	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Work with partners to tackle disadvantage in the District			
Support vulnerable residents through tough times focussing on homelessness prevention and housing advice at current levels of performance	G	G	Focus continues on preventing homelessness and keeping use of temporary accommodation to a minimum.
Support local people into work (Job Clubs & apprenticeships) and prepare for the impact of Government reform to welfare and the benefits system	G	G	Support for Soldiers: 4 briefing sessions held for 100 members of Pioneer Regiment, Bicester facing redundancy over the coming year. This focussed upon support available through the Job Clubs. Support for Ex-Offenders: in addition to the 'Meet your Communities' event at CDC, the economic development service helped to promote the business open day at Bullingdon on 20 March 13. Support for people starting their own business is also provided by Oxfordshire Business Enterprises via CDC
Deliver the Brighter Futures in Banbury programme	A	G	Work underway to collate the range of achievements over the past year and to compile within the 2012/13 annual report for future reporting internally and externally. All theme leads now in place and good joint working evident. Notable achievements include lower crime and ASB levels, take up of ill health prevention/healthy living measures, effectiveness of job clubs and apprenticeships, a wide range of housing initiatives and integration of thriving families initiative.
Balance economic development and housing growth			
Promote local economic development through business advice and support, inward investment and the Local Enterprise Partnerships (LEP)	G	G	<p>Satisfaction levels were 99.9% with considerable appreciation being demonstrated by residents writing in to offer thanks. The first Oxfordshire Green construction Showcase was held in Bicester at the John Paul II Centre, itself built to the "Passivhaus" standard. There was a steady flow of visitors through out the day and over 20 organizations operating in the County exhibited their wares. Both the exhibitors and organisers expressed their satisfaction at the end of the day that the inaugural showcase had gone well.</p> <p>Cherwell District Council sponsored the video to capture the advice for other businesses to expand and develop exemplar eco- business in Cherwell: see http://www.videosources.co.uk/ogcs2013/</p> <p>Contribution to the development of both Local Enterprise Partnerships covering Cherwell: the South East Midlands LEP and Oxfordshire LEP. Bids have been made for Government funding for growth and inward investment enquiries from overseas have been gained.</p>

Corporate Plan : 2012/2013
A District of Opportunity : Final Quarter / Year End

Progress the Community Housing Project with HCA investment partner (31 dwellings)	G	A	Although there was a target for 31 units to be completed under this performance indicator in 2012-13, over the course of the performance monitoring period the programme mechanisms and delivery objectives have changed to coincide with a much more ambitious and wider project. This has therefore meant that the original target of 31 units will not be completed by year end. Over the course of the 2013-14 period it is anticipated that the Build Team will deliver 47 affordable units, with more scheduled to be delivered post March 2014
Deliver 500 new homes including through planned major housing projects. (Net additional homes provided - NI 154)	R 2010/11 Actual 354 Target 500	R Full Year Actual: 351 Target: 500	Note: figures are provisional at this stage National economic conditions continue to affect the local housing market. However, with housing completions being recorded at South West Bicester, and housebuilders having now signed up for Bankside, Banbury it is anticipated that housing completions will begin to rise. New supply will also come forward through the new Local Plan which is in its final stage of preparation
Develop a robust and locally determined planning framework			
Prepare an Infrastructure Plan for CDC & prepare for introduction of Community Infrastructure Levy	G	G	Infrastructure Plan nearing completion. The Community Infrastructure Levy (CIL) is not being introduced until 2015. Preparation for the CIL will follow Local Plan.
Secure implementation of new policy for Developer contributions	A	G	New Policy is not complete. Local Plan work will inform the new Policy.
Protect and enhance the quality of the built environment by completion of Conservation Area Reviews and strong design guidance for all new developments	G	A	In addition to normal workload, the team has also produced a Design and Conservation Strategy and have designated the Oxford Canal as a Conservation Area. This additional workload has had a knock on impact on the schedule for reviewing existing Conservation Areas.
Work to improve the quality and vibrancy of our town centres and urban areas			
Progress the commercial development of Bicester Town Centre and consider the plans for development of the community building	G	G	Work progressing well and contract ahead of programme with an earlier than envisaged opening date. Retail lettings for block A have been very successful and only two units remain to be occupied. Community Building Plans pending appointment of procurement
Complete a Masterplan for Bicester	G	G	Masterplan on track and the Draft has been considered by Council. Adoption has to follow completion of the Local Plan.
Complete a Masterplan for Banbury	G	G	Masterplan on track and the Draft has been considered by Council. Adoption has to follow completion of the Local Plan.
Make progress on the Canal Side Regeneration programme in Banbury	G	G	Draft Supplementary Planning Draft is complete. Viability assessment underway by Montagu Evans to advise on planning of site delivery
Prepare detailed planning guidance for the future redevelopment of the Bolton Road area in Banbury	G	G	Supplementary Planning Document draft. Policy basis for development clear in the draft Local Plan

Corporate Plan : 2012/2013
A District of Opportunity : Final Quarter / Year End

A District of Opportunity : Performance Indicators

	Quarter 3 31/12/2012	Quarter 4/Year End 31/03/2013	Comment
Number of households living in temporary accommodation (NI 156)	G Actual 27 Target 33	R	There has been a steady increase in the number of households living in temporary accommodation during Quarter 4. This has prompted a review of temporary accommodation provision and we are seeking to identify reasons for the increase.
Housing advice: repeat homelessness cases	G Actual 0 Target: 4	G Q4 Actual 0 Target 1 FY 2012/13 Actual 0 Target 4	Performance has remained consistent throughout the year with effective homelessness prevention ensuring zero cases of repeat homelessness
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (NI181)	G Actual 7.07 Target 11	G Actual 5.59 Target 11	March performance has again been boosted by the high proportion of system generated changes linked to annual uprating processing. Year end performance - 5.59 days is a good improvement over 7.07 days in 2011/12

Corporate Plan : 2012/2013
A Safe, Healthy and Thriving District : Final Quarter / Year End

Objective/Measure Definition	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Work with partners to support the development of safe and thriving local communities and neighbourhoods			
Continue to provide wide range of recreational activities/opportunities for young people across district	G	G	Activator programme now being delivered in targeted locations across the District.
Work with partners to maintain already low levels of crime in the district	G	G	Thames Valley Police report all Serious Acquisitive Crime at lower level than last year
Reduce chronic Anti-Social Behaviour cases	G	G	At year end the success of the Anti- Social Behaviour (ASB) Teams early intervention approach to ASB cases is reflected in the low numbers of high and medium risk rated cases reported to the police. The partnership has worked together on the top 10 cases identified by the police - these cases have included five repeat noise callers. The ASB Teams out of hours service has produced evidence to allow formal action to be taken in three of these cases and in the remaining two, victims have been supported and provided with the contacts that will allow further complaints to be resolved swiftly. In the remaining 5 cases, 2 were housing related where ASB Injunctions were obtained by the offenders housing providers and 3 were crime related where a combination of measures including Acceptable Behaviour Contracts have been used to modify offender behaviour
Reduce the number of metal theft incidents	G	G	Consultation responses received - of which four applicants were rejected and one approved. Further applications have been submitted and responses awaited. At year end the Anti-Social Behaviour Team has assisted Thames Valley Police on three occasions when they have carried out stop check operations in relation to scrap metal dealers. This activity resulted in cases being brought by the police
% of nuisance cases dealt with within the prescribed timescale (maximum of 48 hours)	G Actual: 96.95% Target: 95%	Q4 Actual: 97.67% Target: 96% Year End: 99.7%	168 out of the 172 cases dealt with in Q4 (97.67%) were responded to within the specified time. Year end performance saw 931 of the 949 cases (99.7) being dealt with within the prescribed period - an improvement on 2011/12 outturn of 95.42%
% of nuisance cases resolved within 8 weeks	G Actual 95.42% Target 95%	G Actual: 99.54% Target: 96% Year End: 99.7%	98.86% of nuisance cases were resolved within Q4. Year end outturn 96.3% whilst a good performance was adversely affected by a number of complex cases during Q3. It is still however, an improvement over 2011/12 outturn of 95.42%
Number of anti-social behaviour incidents involving high and medium risk victims	G	G Actual: 27 Target: 28	5 medium risk rated cases on hand at the start of the March, 1 received during the month and 3 remained at the end of the month therefore 3 jobs resolved with no high risk rated activity during the period. Consistent good performance during the year with 27 cases against target of 28

Corporate Plan : 2012/2013
A Safe, Healthy and Thriving District : Final Quarter / Year End

Reduce all crime incidents reported by 1% (per 1000 Popn)	n/a	G Actual: 13.46 Target: 14.29	All crime lower than last year, all crime reduced year on year for past three years
Reduce violence against the person with injury incidents by 5% (per 1000 Popn.)	G	G	Reported violence down on last year. Operation jitterbug impacting on night time violence
Reduce domestic burglary incidents reported by 5% (per 1000 Popn.)	n/a	G Actual: 0.31 Target: 0.36	Crime prevention and community messaging impacting on offending in conjunction with prolific and priority offenders programme
Work with partners and businesses to support public health and safety	G	G	Work with Sainsbury's under the Primary Authority Agreement has progressed well throughout the year. Discussions around the New Primary Authority with National Caterers Association (NCASS) are on-going and will affect c2500 businesses nationwide. Cherwell's Public & Environment Health Team have been nominated for the Department of Business Innovation & Skills Primary Authority Awards in three categories, Partnership, Innovation and Officer. The outcome will be known in June 2013
Support the local community, voluntary and not for profit sectors to play an active role in the district			
Work with the local voluntary sector to provide advisory services for the local community	G	G	Housing Needs continue to work closely with partners to ensure support and services are offered to those in housing need, formally referring 58 cases to Floating Support and the CAB We have also re-established the Vulnerable Adults Casework Panel to assist those without a clear pathway to access services.
Support volunteering across the district	G	G	CAB volunteer brokerage service making good progress but needs better geographical spread. Voluntary Organisations Forum was held at the end of Quarter 2.
Provide good quality recreation and leisure opportunities in the district			
Maintain current levels of visits/usage to the modernised district leisure centres, Spiceball, Bicester and Kidlington	G	G Actual 1,205,192 Target 284,407	Bicester Leisure Centre play and teach pool remains closed reducing swimming throughputs at this facility. However the total year end 2012/13 throughput figure across all 3 centres is 1,205,192 an impressive 40,446 up on the 2011/12 position
Maintain current levels of visits/usage to Woodgreen Leisure, North Oxfordshire Academy and Cooper School	G	G Actual 22018 Target 19348	North Oxfordshire Academy and Cooper School throughput figures down due to pitch closures during poor weather. However 2012/13 132,481 year end position up 13,057 on 2011/12 119,424 total.
Establish the Trust arrangements to secure the long term future of Banbury Museum and maintain access for the community	G	G	Significant progress has been made to support the establishment of the Banbury Museum Trust. Many Council teams are engaged with the project which is proceeding as planned. It is anticipated that the Museum will transfer within the first half of the 13/14 financial year.

Corporate Plan : 2012/2013 A Safe, Healthy and Thriving District : Final Quarter / Year End			
Support improvement of local health facilities, services and standards across the district			
Work to promote active and independent lifestyles amongst older people	G	G	Seated exercise sessions being delivered in Banbury and Bicester
Work with partners to deliver 40 active lifestyle sessions monthly for older people	G	G	Regularly exceeded the 40 session target through delivery by Age UK Service Level Agreement.
Support the local NHS to retain and develop health services at the Horton General Hospital	A	A	On going support provided to the Community Partnership Network to bring together locally all aspects of the reformed health and social care sector including the Horton General Hospital. Proposals being prepared by the OUHT to build on the Horton's core services of A&E, paediatrics, obstetrics and gynaecology services with additional elective surgery, additional outpatient services and additional diagnostic services. Recent removal of emergency abdominal surgery to Oxford plus the additional services above requires a formal consultation process from June.

Corporate Plan : 2012/2013
A Cleaner, Greener District : Final Quarter / Year End

Objective/Measure Definition	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Provide excellent waste collection and recycling services, working to reduce the amount of waste produced and to increase recycling across the district			
Reduce the amount of waste sent to landfill	R	R	Half of landfill rise is due to the change in practice from the Environment Agency as street sweepings are now sent to landfill. The other rise is the drift onwards in recycling despite many promotional activities
Household waste sent to landfill (tonnes)	A Actual 24,073 Target 23,500	A Actual 25,500 Target 23,500	Slightly above target for year end due to the new requirement for street sweepings to be sent to landfill.
Maintain the current high levels of customer satisfaction with our recycling and waste collection services	G	G	Satisfaction levels improved this year from 76% to 80% Waste Collection and remain high.
Work to ensure our streets, town centres, open spaces and residential areas are clean, well maintained and safe			
Work with local communities to continue the programme of neighbourhood litter blitzes	G	G	A full programme of Neighbourhood blitz events have been successfully completed during the year.
Work to reduce our impact on the natural environment, limit our use of natural resources and support others in the district to do the same			
Work with partners to improve the energy efficiency of homes & enable more residents to achieve affordable energy bills	G	G	Energy efficiency promoted and collective switching campaign run in 2013/14
Work with partners to support the development of Eco-Bicester as a national exemplar, creating a vibrant place where people choose to live, to work and spend their leisure time in sustainable ways			
Work with partners to progress the delivery of the vision for Eco-Bicester	G	G	The Project team continues to work with partners to progress the Shared vision for example through the Bicester Green Deal Scheme with support from the Department of Energy and Climate Change and Bioregional providing funding to retrofit residential properties in Bicester.
Start work on site for the initial housing development at North West (NW) Bicester	G	G	Work is expected to start on the initial housing development in summer 2013.
Ensure continued opportunities for local people to participate in the Eco-Bicester programme	G	G	Local people continue to have the opportunity to participate, most recently through the Bicester Green Deal Scheme.

Corporate Plan : 2012/2013
An Accessible, Value for Money Council : Final Quarter / Year End

Objective/Measure Definition	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Provide value for money and a financially sound organisation, minimising the impact of smaller council budgets on frontline and priority services			
Develop and implement an effective approach to address the financial impact of Government welfare reform	G	G	Local Government Resources Review (LGRR) project delivered objectives including National Non Domestic Rates (NNDR) localisation, Council Tax Reduction Scheme (CTRS) scheme and managing the implications of the funding reductions and welfare reform agenda
Ensure the Council's budget is matched to strategic priorities demonstrating and promoting the Council's commitment to value for money and effective service delivery	G	G	Achieved - business plan presented with 13/14 budget
Work with partners to reduce Council costs			
Implement/embed shared back office systems to secure efficiencies	G	G	A number of back office teams (finance, procurement, elections, democratic services, performance) have been shared during 2012/13 and business cases are in train for the remaining services within the Resources Directorate
Explore further opportunities with partners to share or provide services, thereby reducing costs or maximising income	G	G	Discussions continue with Stratford on Avon District Council and others in relation to collaboration in the delivery of services
Demonstrate that we can be trusted to act properly for you by being transparent about our costs and performance			
Improve the information available to the public about our costs and performance, and promote understanding, accountability and opportunity	G	G	The annual satisfaction survey reported that residents felt they were kept well informed about the benefits and the services we provide, this was 71%, the highest score since the survey began in 2006. The number of residents who feel informed about what the council spends money on also increased to 63%. The annual report will
Consult with local residents in a cost effective manner to ensure the Council has a good understanding of local priorities	G	G	The annual consultation programme has been completed. This includes both customer satisfaction survey and budget consultation. The online consultation portal has been well used and many service have undertaken consultation as part of day to day work.
Work to ensure we provide good customer service through the delivery of high quality and accessible services			
Improve levels of satisfaction with and access to information provided by the Council	G	G	71% of residents feel well informed about the benefits and services provided by the Council, a significant improvement over 67% reported in 2011
Improve access to services and advice by increasing online payment and appointment options	G	G	Payments integration has been linked to Lagan and we are working with Bartec to integrate to the bin ordering process. The online appointments project has a draft Project Initiation Document produced by the corporate project manager and will commence with pilot projects; MOT bookings at Cherwell District Council and Room bookings at South Northants Council.

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
A District of Opportunity				
Contribute to the creation of 200 new jobs	G	G	G	Crompton Technology Group open (Feb 013) a purpose built composite centre of excellence 137,000 sq. ft. safeguarding over 100 jobs by combining staff from 6 sites. CTG is a locally grown company now on an international stage, an extremely important company for value-added employment supporting a breadth of specialist industries. Considerable help provided to Formula Fast Karting centre to remain in Cherwell but a suitable site could not be found. The karting site is to be developed by local company Westmoreland Mechanical Testing and Research, a valuable service for engineering companies from near and far.
Processing of major applications within 13 weeks (NI 157a)	R Actual 25% Target 60%	R Actual 25% Target 60%	R Actual 26% Target 60%	<p>Given the current difficult economic climate and the need to deliver growth, the management approach has been one of ensuring sound planning outcomes (by allowing time to amend applications and negotiate planning obligations) rather than that concentrating on meeting the 13 week deadline. With low numbers of major applications, the percentage of applications is a volatile measure and this also makes it difficult to achieve. Notwithstanding this objective, we have reviewed our approach in the light of government proposals and have agreed a set of actions to address performance on majors. Those applications with complex S106 will always be difficult to meet, but the actions should result in improved performance, without prejudicing the stated philosophy</p> <p>Of the 12 major planning applications determined in Quarter 4, 3 were determined in 13 weeks (25.00%)</p>
NI 157b Processing of minor applications within 8 weeks	G Actual 77.98 Target 65.00	G Actual 73.74 Target 65.00	G Actual 78.45 Target 65.00	Excellent performance for the year and well above target - Quarter 4 performance at 73.7%
NI 157c Processing of other applications within 8 weeks	G Actual 85.93 Target 80.00	G Actual 86.28 Target 80.00	G Actual 86.57 Target 80.00	Excellent performance for the year and target significantly exceeded Quarter 4 performance above target at 86.28%
% Planning appeals allowed against refusal decision	G Actual 0 Target 30.00	G Actual 30.00 Target 30.00	R Actual 40.63 Target 30.00	<p>During Quarter 4, 3 planning appeals were allowed out of the 10 submitted = 30%. 13 of the 32 appeals submitted during 2012/13 were allowed</p> <p>The performance measure is volatile as it is based on low overall appeal numbers and therefore each decision can impact on the performance measure for appeals. There is no evidence of poor performance, though this continues to be carefully monitored.</p>

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
Prepare design planning & conservation guidance Conservation Areas with up to date appraisals	A	R Actual 62% Target 72%	R Actual 62% Target 72%	In addition to normal workload, the team has also produced a Design and Conservation Strategy and have designated the Oxford Canal as a Conservation Area. This additional workload has had a knock on impact on the schedule for reviewing existing Conservation Areas. Four Conservation Area Appraisals are nearing completion: - The public consultation for Cropredy was on the 11th April 2013. After a five week consultation period the document will be finalised and submitted in May this year. - The public consultation for North Newington will be held next week on the 23rd April 2013 for six weeks. The document will be finalised and submitted in early June. - South Newington will be consulted on in May 2013 for four weeks with the final document submitted in June this year. - Barford St John and Barford St Michael will be consulted on in early June 2013 for four weeks with the final document submitted in July this year
Prepare design planning & conservation guidance : % of Conservation Areas with published Management Plans	A	A Actual 60% Target 64%	R Actual 82% Target 91.50%	
% houses developed on previously developed land	G Actual 45.8 Target 40.00	G Actual 45 Target 25	G Actual 45 Target 25	A total of 158 net homes were built on previously developed land during 2012/13 which equates to 45%
Supply of ready to develop housing sites (NI 159)	R 2011/12 Actual 62.10 Target 100	A Annual Actual 90.60 Target 100	A Actual 90.60 Target 100	The supply of ready to develop housing sites is directly affected by the local housing market and national economic conditions. Although a '5 year' supply cannot presently be demonstrated, supply is increasing and will continue to rise as new sites are brought forward from the new Local Plan. Government policy now requires at least a 5% buffer to be added to the 5 year requirement. The effect of this is to lower the return to 86.3%
Previously developed land that has been vacant or derelict for more than 5 years (NI 170)	G Actual 2.05 Target 3.00	Awaiting Return	Awaiting Return	No return at present. This indicator is linked to non-mandatory National Land Use Database returns to the Homes and Communities Agency. The Homes & Communities Agency (HCA) is allowing Local Authorities additional time to submit returns, should they wish to do so, in view of the pressure on Local Authority resources.
A Cleaner, Greener Cherwell				
CO2 reduction from Local Authority operations (NI 185)	G Actual 6.20 Target 6.00	Awaiting Return	Awaiting Return	Data unavailable until mid-end May 2013

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
Inform all residents and businesses how to reduce carbon emissions	G	G	G	Residents kept informed via website, through Cherwell Link & at roadshows
NI 194i Emissions of NOx	G Actual 8339 Target 10,500	Awaiting Return	Awaiting Return	Data unavailable until mid-end May 2013
NI 194ii % reduction of Nox emissions	G Actual 17.90 Target 3.00	Awaiting Return	Awaiting Return	Data unavailable until mid-end May 2013
NI 194iii Emissions of PM10	A Actual 304 Target 310	Awaiting Return	Awaiting Return	Data unavailable until mid-end May 2013
NI 194iv % Reduction in PM10 emissions	G Actual 10.00 Target 3.00	Awaiting Return	Awaiting Return	Data unavailable until mid-end May 2013
Reduce the number of fly tips	G Actual 320 Target 359	G Actual 420 Target 467	G Actual 420 Target 467	There has been a small reduction in fly tipping during 2012/13 compared to the small rise experienced in 2011/12.
A Safe, Healthy & Thriving District				
Number of risk based food premises inspections completed	G Actual 515 Target 464	G Actual 702 Target 642	G Actual 702 Target 642	702 inspections were completed at year end against target of 642 (109%). This is largely due to new businesses starting creating new tasks. Follows successful outturn in 2011/12 of 605 against target of 443
% of residents when asked feel safe being home alone after dark	G	G Actual 95% Target 91%	G Actual 95% Target 91%	Target achieved, further work to be done with Thames Valley Police before next survey
% Residents when asked say they feel safe in town centres	G	G	G	Target achieved, more work to be carried out with Thames Valley Police around licensing
Delivery of Olympic Legacy actions and events leading to 2012 and beyond	G	G	G	All those actions that can be delivered from the original action plan have been. The contraction of public sector support at all levels did impact on the ambitions laid out in 2009/10 but increased numbers of people have participated in cultural and sporting activity because of the legacy programme introduced. A highly successful community partnership to deliver two legs of the Olympic torch relay must also be recorded.
Increase participation in active recreation by 1%	G	G	G	Active People Survey 6 gave an increase from 36.7% to 37.3%.

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
An Accessible Value for Money Council				
BV009 % Council Tax collected	A Actual 86.16 Target 87.00	G Actual 98.32 Target 98.25	G Actual 98.32 Target 98.25	Slightly ahead of target at year end and an improvement over 2011/12
BV010 % NNDR collected	G Actual 87.51 Target 87.50	G Actual 98.68 Target 98.50	G Actual 98.68 Target 98.50	Slight improvement over 2011/12 outturn and ahead of target for 2012/13
BV078a Average time for new HB/CTB claims	G Actual 17.61 Target 17.00	G Actual 17.19 Target 18.00	G Actual 17.19 Target 18.00	Good March performance considering the increase in the number of claims processed and the time of year when resources have to be concentrated on annual uprating and software testing. Average time taken (YTD) 17.19 days, a slight improvement on 2011/12 of 17.22 days
BV078b Average time to process change in circumstances	G Actual 5.20 Target 13.00	G Actual 4.58 Target 9.00	G Actual 4.58 Target 9.00	Approximately three-quarters of all the changes processed during March were system generated changes linked to annual uprating. This has boosted the reported performance 2.57 days (March). Year End performance : 4.58 reflecting a good improvement over 5.78 days in 2011/12
BV079bi.05 % HB Recovered: Overpayment	G Actual 83.69 Target 78.00	G Actual 84.35 Target 78.00	G Actual 84.35 Target 78.00	A good performance for the year and above target
BV079bii.05 % HB Recovered: including outstanding	A Actual 31.91 Target 33.00	A Actual 37.51 Target 40.00	A Actual 37.51 Target 40.00	A good result taking into account reduced staffing levels
BV079biii.05 % HB O'Pay: Written Off	G Actual 1.83 Target 4.00	G Actual 2.52 Target 5.00	G Actual 2.52 Target 5.00	A very good result for the year and well below the write off limit
% Invoices paid within 30 days	A Actual 97.78 Target 98.30	G Actual 98.32 Target 98.30	G Actual 98.32 Target 98.30	Quarter 4 saw an improvement in percentage paid before 30 days compared to Quarter 3 from 97.78% to 98.30%. Full year performance was 98.29%, the average being pulled down by performance in June (97.46%) and December (96.41%), both of which were adversely effected by Public Holidays.
Deliver a council tax increase in 2013/14 which is below inflation	G	G	G	Council Tax increase was set at zero in the 2013/2014 Budget

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
An Accessible Value for Money Council continued...				
% Telephone calls abandoned compared to same period last year	R	R Actual 13.0% Target 10%	R Actual 13.2% Target 10%	Abandoned calls rose from 12.6% in February to 13.0% in March - this is attributed to annual billing and the significant reforms to the benefits regime beginning to impact on individuals. Peaks were felt on days when the changes were heavily featured on the national news and when the letters hit the doorsteps. We experienced the highest levels of calls since we were able to record them and coped with less staff available to take them. Average speed of answering needs to be addressed by increasing resources or reducing the number of calls by making services accessible online.
Average Speed of Answer (minutes and seconds)	A Actual 1m 9s Target 1m	R Actual 1m 32s Target 1m	R Actual 1m 32s Target 1m	Total Calls Offered Av Speed Av % abandoned 10/11 = 168383 2.16 mins 19.9% 11/12 = 161258 1.09 mins 8.9% 12/13 = 169660 1.32 mins 13.2%
Number of Stage One complaints received	G Actual 35 Target 57	G Actual 38 Target 57	G Actual 170 Target 228	During Quarter 4 38 Stage 1 Complaints were received:- Amenity Services 6; Benefits 6; Council Tax 4; Customer Service 6; Environmental Services 3; Finance 1; Housing Services 1; Legal 1; Planning 5; Urban & Rural 5. Full Year Total: 170 Stage 1 Complaints (191 in Total)
Number of Stage Two complaints received	R Actual 5 Target 2	G Actual 1 Target 2	R Actual 12 Target 8	In Quarter 4, only 1 Stage 2 Complaint was received relating to Council Tax. 12 Stage 2 Complaints in total were received during 2012/13 (191 in Total)
Number of Stage Three complaints received	G Actual 1 Target 1	G Actual 1 Target 1	R Actual 9 Target 4	Quarter 4: 1 Stage 3 Complaints (42 in Total) Environmental Services 1 Full Year Total: 9 Stage 3 Complaints (191 in Total)
Number of complaints referred to Ombudsman	R Actual 7 Target 4	G Actual 2 Target 6	R Actual 21 Target 19	March: 1 Ombudsman complaint received Environmental Services 1 Quarter 4: 2 Ombudsman Complaints received Environmental Services 1; Planning 1 Full Year Total: 21 Ombudsman Complaints received

Priority Service Indicators 2012/13 : Final Quarter / Year End

Measure Definition	Quarter 3 31/12/2012 Performance	Quarter 4 31/03/2013 Performance	Year End Performance	Comments on Performance
Increase the readership of Cherwell Link	G	G	G	Three quarters of residents are satisfied with Cherwell Link (67%) and it remains the most popular source of information about the Council amongst residents and its reach has increased from 57% (2011) to 66% (2012).
Car parking revenue	Actual £1,775,113 Target £1,763,928	G Actual £1,539,660 Target £1,512,811	G Actual £1,539,660 Target £1,512,811	Income is £18,659 over the profiled budget (this figure does not include the portas funding)
% of buildings audited that are accessible	A	A	A	The necessary survey work has now been concluded by the Estates team. The findings relating to this comprehensive survey are currently being assessed. A report on the financial implications and planned work programme will be submitted to initially the accommodation and asset management board

Major Programmes 2012/13 : Final Quarter / Year End				
Programme	Council	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Place Programme				
Eco Town Bicester	Cherwell District Council	G	G	The exemplar planning permission is the first eco-town planning permission to be granted nationally. A business case for the business centre is currently in development.
Bicester Town Centre	Cherwell District Council	G	G	Final fit-out works are now in progress and the programme is on track. Block A retail enabling works are under way in units 3 and 4, Heads of terms for incoming tenants are in progress for units 1,2,3 and 6 with continued interest in units 4 and 5.
Banbury Brighter Futures	Cherwell District Council	G	G	Work underway to collate the range of achievements over the past year and to compile within the 2012/13 annual report for future reporting internally and externally. All theme leads now in place and good joint working evident. Notable achievements include lower crime and ASB levels, take up of ill health prevention/healthy living measures, effectiveness of job clubs and apprenticeships, a wide range of housing initiatives and integration of thriving families initiative.
Moat Lane	South Northants Council	G	G	The application was determined in March by an overwhelming majority. Archaeology works began mid March. The application will become unconditional on 22 July 2013. This will trigger the letting of the formal building contract for the Phase One Community Building and Phase Two Retail Works.
Silverstone	South Northants Council	G	G	The Silverstone University Technical College (UTC) ground-breaking ceremony took place in December. At the Project Steering Group meeting also in December Tresham College confirmed that they have now appointed the Principal designate. Planning Approval for the UTC was granted by the South Northants Council Development Control Committee on 1st November for the construction of a new school within the circuit catering for up to 576 students between the ages of 14-19. Enabling works and construction commenced on site at the beginning of December 2012 and will be the first building as part of Phase 1 of the Silverstone Masterplan.
Sustainable Urban Extensions Brackley	South Northants Council	A	G	The project is moving towards a conclusion, with all work now focused on issuing a decision notice.. Awaiting applicants to sign the S106 Agreement before issuing permission. Issuing also currently delayed due to applicant's suggestion that the Design Code should be agreed before the permission is issued. Work is on-going on the Design Code.
Sustainable Urban Extensions Towcester	South Northants Council	G	G	The applicant is now working to the requirements of the agreed Planning Performance Agreement and has submitted amended plans. Consultation is under way. Work is on-going on design standards and viability testing. Other key issues that still need to be resolved are education provision, the relief road and community infrastructure contributions
Transformation Programme				
ICT Shared Services	Cherwell District Council & South Northants Council	A	A	Status reflects the schedule being off track, largely as a consequence of the impact of year-end activities. Of the 11 workstreams,8 are green, 2 amber and 1 complete. The stage (standardisation) is still on track to complete in May.
Service Transformation	Cherwell District Council & South Northants Council	G	G	Development work on the South Northants Council organisational change and relocation project is well under way, and the project to enable online services (bookings) is being scoped in order to deliver two pilot exemplar online services in Quarter 1 2013/14. Shared services continue to be considered

Corporate Equalities Plan 2012/13 : Final Quarter / Year End

	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on performance
Fair Access and Customer Satisfaction			
To ensure Cherwell District Council and our Partners treat the public fairly regardless of their background or way of life	G	G	1 complaint received relating to Discrimination as applicant did not meet the "local connection" criteria for Housing purposes. Complaint not upheld
To improve our services to the older generation within the Cherwell district	G	G	Review of the Recreation Strategy was suspended part way through the year. To be considered in 2013/14.
To ensure all our services both internal and external are accessible to all Equality Groups at a high standard	G	G	1 complaint received relating to Discrimination as applicant did not meet the "local connection" criteria for Housing purposes. Complaint not upheld
Tackling Inequality and Deprivation			
To break the cycle of deprivation within the district (Brighter Futures in Banbury Programme)	G	G	Work underway to collate the range of achievements over the past year and to compile within the 2012/13 annual report for future reporting internally and externally. All theme leads now in place and good joint working evident. Notable achievements include lower crime and Anti-Social Behaviour levels, take up of ill health prevention/healthy living measures, effectiveness of job clubs and apprenticeships, a wide range of housing initiatives and integration of thriving families initiative.
Building Strong and Cohesive Communities			
Promote integration between communities and groups through the use of sport, leisure, cultural activities and opportunities for community involvement	G	G	Another successful year of using the arts and creative approaches to tackle issues of deprivation and wellbeing amongst various communities in Cherwell; strengthening community cohesion and improving outcomes for individuals and neighbourhoods. A range of projects in both Bicester and Banbury using section 106 monies to add vibrancy and distinctiveness to new developments and to enhance or inform the current cultural capital surrounding us.

Corporate Equalities Plan 2012/13 : Final Quarter / Year End

	Quarter 3 31/12/2012	Quarter 4 Year End 31/03/2013	Comments on performance
Positive Engagement and Understanding			
Gain better engagement and work with young people within the district	G	G	Wide range of initiatives in place across the District including activity sessions and Youth Council local democracy
Establish links with minority representation/community groups to help improve services	G	G	Established contacts have now been made with both the Military and Officers at HMP Bullingdon Prison. The Ministry of Defence (MoD) are keen to engage on our consultations and attend a lot of consultative/forum meetings. Bullingdon Prison held an open day for employers during Quarter 4 whereby Cherwell District Council (CDC) Human Resources representative and a Manager from Environmental Services attended. Inmates of Bullingdon Prison also came to CDC and presented to Staff and Partners what life is like when you return to the community and what difficulties they face and how we as a Council may support them.
Raise internal awareness of diversity within our community	G	G	This year we have completed two very successful Knowing your Community events with over 100 people including Cherwell Staff and external partners attending these sessions. The communities we focused on this year were Gypsy and Travellers and an insight into Prison Life and challenges faced by prisoners when returning to the community.
Demonstrating our Commitment to Equality			
Review and publicise all documentation in line with government framework	G	G	All documents have undergone a yearly review and have been published on Cherwell District Council's website in line with Government legislation. Currently there is a Public Sector Equality Review taking place which may lead to some amendments to process and legislation during the early quarters of the next financial year.
Review CDC performance against Achieving criteria to maintain/improve standards	G	G	Version completed in draft format and with Corporate Steering Group to ensure current and relevant information from all services areas is included. This will form part of the annual equality corporate update at Executive during May 2013.
Ensure staff and services promote and embed equality into their work	G	G	Quarter 4 has seen the final Fair & Aware in house training courses completed which also captured the depot and cleaning staff. It has also been approved that next year members at both Cherwell District Council and South Northants Council will receive Fair & Aware Training.
Maximise output from the Equality & Diversity Steering Group	G	G	The Corporate Steering Group meeting was postponed this quarter to take place during Quarter 1 of the next financial year. This was due to many of the members be new into their posts and felt it would be more beneficial to the discussion surrounding the future membership of the group to postpone to a time when all members were comfortable in their posts.

Brighter Futures in Banbury Programme 2012/13 : Final Quarter / Year End

	Quarter 3 30/09/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Early Years, Community Learning & Young Peoples Attainment : Oxfordshire County Council (OCC)			
Improve educational attainment through better skills in numeracy / maths and more effective family engagement	A	A	Awaiting comments from OCC
Family Learning Programme	A	A	Awaiting comments from OCC
Employment Support & Skills : Cherwell District Council (CDC)			
Support skills development/apprenticeships/job clubs to reduce NEETS (19+)	G	G	During Quarter 4, 15 regular Job Clubs were held - 6 in Banbury, 6 in Bicester and 3 in Kidlington. A total of 171 job seekers attended. 10 Career & Opportunity Gateway Job Clubs were held at the Mill Cottage in Banbury helping 74 professionals/managers find work. In addition, 10 Job Club workshops were held through Career Connect helping 156 job seekers. This brings the total number of job clubs held during 2012/13 to 135 with 1,225 job seekers attending.
Job Clubs	G	G	<p>Over 1,000 job seekers helped during 2012-13. The number of Job Seeker Allowance claimants in Cherwell has remained steady during 2012-13. 1,435 (1.6%) is the most recent number of claimants in Cherwell (March 2013) . Challenges, however, remain for individuals: particularly for young adults without experience/qualifications and for the long-term unemployed, with pockets concentrated in Banbury's Ruscote, Neithrop and Grimsbury wards. The total number of job clubs since April 2012 = 133. Over 1225 job seekers have attended. Job Clubs include:</p> <ul style="list-style-type: none"> - Banbury Job Club on alternate Fridays at the Mill. - Bicester Job Club on alternate Fridays at the Methodist Church Hall. - Kidlington Job Club on the first Thursday of the month at the Library. <p>Also at the Mill Cottage in Banbury:</p> <ul style="list-style-type: none"> - 'Career & Opportunity Gateway' Job Clubs held every Wednesday evenings helping professionals/managers. - Job Club workshops every Thursday through Career Connect. <p>Elsewhere in Banbury, the Sunshine Centre and Banbury Young Homelessness Project (BYHP) are providing small job clubs in Brighter Futures Wards. CDC is co-ordinating Banbury Job Club partners, also involving the appointment of a Job Club Engagement Officer through Oxfordshire County Council Libraries Service to provide additional focus upon Neithrop & Ruscote.</p>
Business Development	G	G	Assistance given to two Banbury businesses to bid for Regional Growth Funding. If successful, additional jobs are likely to be created which would be available to local residents - especially those engaged with local skills providers and the support services of partners via Job Club. Support for exporting, including support for the Oxon International Trade events. Sponsorship by CDC of the Export Award category of the Cherwell Business Awards 2013. Partnership working in support of the Banbury Business Innovation Awards and Cherwell Business Awards 2013.

Brighter Futures in Banbury Programme 2012/13 : Final Quarter / Year End

	Quarter 3 30/09/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Skills	G	G	Assistance given to Oxford & Cherwell Valley College to engage local businesses to combine resources in bidding for money to address local skill shortages.
Apprenticeships : achievement of NVQ2	G	G	Six young people appointed to CDC's third cohort of NVQ2 Business & Administration Apprentices. All have settled in well and are based in customers services, economic development, elections, housing and finance. The economic development apprentice is playing a key role at each Job Club by 'meeting and greeting'. All apprentices passed their first exam in March 2013.
Career Ladders : 12 Ladders to be developed with Brightsparks	A	A	The 'Career Ladder' project has evolved into 'Talent Match'. This is a web-based tool that helps to develop and connect the needs of employers with employees, and to overcome the shortfall in skills to satisfy the needs of both. Over 100 employers are now registered, training for partners is planned for May 2013 and a public launch will be held in June 2013 at Banbury Job Club.
Financial Inclusion & Housing : Cherwell District Council			
Increase supply & access to housing	G	G	CDC has exceeded the affordable homes target for 2012-13 which was for 100 new Affordable Homes by providing 115 new homes (unconfirmed figure). We are also continuing to deliver our own development programme and working with strategic partners to deliver key priorities
Developing financially & socially sustainable communities	G	G	Developing financially and socially sustainable communities. A variety of measures have been undertaken to promote financial and social inclusion. These include working with Citizens Advice Bureau to promote access to debt advice, promoting young people's employment through Banbury Young Homelessness Project and the Banbury YMCA training centre and promoting Cherwell's job clubs to applicants to the Housing Register,
Housing for our most vulnerable residents	G	G	Cherwell District Council works with partners including Oxfordshire County Council and service providers to optimise the delivery of supported housing and housing related support where it is most needed through the county-wide Housing Support Advisory Group
Ensuring homes are safe, warm and well managed	G	G	Housing and Regeneration work in partnership with Safer Communities and Registered Providers partners to improve the standard of homes and neighbourhoods. Housing promoted the Grimsbury clean up and swap shop through Registered Providers partners.
Preventing Homelessness	G	G	Cherwell District Council provides housing options advice to households threatened with homelessness. The Hill Youth Centre and Banbury Young Homelessness Project provide specialist services for young people and are both situated in the Brighter Futures area.
Health & Wellbeing : Oxfordshire County Council			
Improve life expectancy with improved overall health and well-being	A	A	Still awaiting long term trend data however a comprehensive programme of Health Promotion events has taken place including smoking cessation, alcohol awareness, NHS health checks and screening services.

Brighter Futures in Banbury Programme 2012/13 : Final Quarter / Year End

	Quarter 3 30/09/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Reducing high rates of teenage pregnancy	A	A	Rates had begun to decrease but there has been a slight rise in 2011 data (data is one year in arrears). However, local services are still focussed on ensuring that young people have access to sexual health information and advice.
Safe & Strong Communities : Thames Valley Police			
Build a safer and more connected community, where residents feel socially included	G	G	Well regarded programme of connecting community events delivered with good attendance and engagement from partners.
Family Support & NEETS (Under 19) : Oxfordshire County Council /HUB			
Provide support to families and young people not in employment education or training	G	G	Early intervention HUB has provided comprehensive programme of events for NEETS including special events and drop in sessions.
Performance & Community Engagement : Cherwell District Council			
Provide performance reports and Connecting Communities events	G	G	Quarterly performance reports are collected and published detailing the progress against tasks and pledges for the year. 3 Connecting Communities events have taken place this year, Health & Well-Being, 'BYHP Big Day Out' & the first Connecting Community event in Bicester, all very well attended. 2 Welfare Reform events have also been held, 1 at Cherwell District Council and the other at South Northants Council both very well attended with excellent feedback around the content of the event and further questions for future events within this particular theme.

Significant Partnerships 2012/2013 : Final Quarter / Year End			
	Quarter 3 30/09/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Sub-Regional Partnerships			
Oxfordshire Partnership Board	G	G	Meetings attended as scheduled
Health and Well Being Partnership Board (H&WB)	G	G	The Oxfordshire H&WB partnership structure is now up and running after operating in shadow form for most of 2012/13. An Oxfordshire H&WB Strategy has been compiled based on the Joint Strategic Needs Assessment. CDC has a Member representative through Councillor George Reynolds on behalf of all Oxfordshire Districts on the Children and Young People's Partnership Board and Ian Davies, Director of Community and Environment, as an officer representative on behalf of Oxfordshire Districts on the Health Improvement Board. The Council also has a housing officer representative on the Supported Housing Group which considers and coordinates all housing related commissioning decisions across the partnership structure.
Environment and Waste Partnership	G	G	Partnership working well - new Joint Waste Management Strategy launched
Oxfordshire Safer Community Partnership (OSCP)	G	G	Ongoing partnership work continuing most prominently with new Police Crime Commissioner (PCC)
Oxfordshire Stronger Communities Alliance (OSCA)	A	G	Watching brief kept on Oxfordshire Stronger Communities Alliance. It doesn't seem to achieve much beyond the networking opportunities afforded by its meetings.
Local Enterprise Partnerships (LEP) (Oxfordshire)	G	G	Oxfordshire Local Enterprise Partnerships role developing; major challenge has been agreement to City Deal (including Bicester). Need to establish clearer outcomes.
Local Enterprise Partnerships (LEP) (South Midlands)	G	G	
Cherwell-specific Partnerships			
Cherwell Local Strategic Partnership (LSP)	G	A	LSP has been slimmed down and terms of reference amended accordingly. Limited staff resource means board & Reference Group meetings can be supported, but not consistent horizon scanning or strategic development. Existing workstreams are progressed in broad pursuit of the 4 Sustainable Community Strategy (SCS) ambitions. LSP Board will receive full report of progress to end of 2012/13 before deciding which objectives to prioritise.
Cherwell Safer Community Partnership (CSCP)	G	G	Partnership funding guaranteed for 2012-13, further work with West Oxon to identify savings in new Local Policing Area (LPA)

Significant Partnerships 2012/2013 : Final Quarter / Year End			
	Quarter 3 30/09/2012	Quarter 4 Year End 31/03/2013	Comments on Performance
Cherwell M40 Investment Partnership (CHIP)	G	G	Information continues to be provided and practical help has combined the strengths of the public and private sector, as outlined in the Cherwell Economic Development Strategy 2011-16. For example, close co-operation between CHIP, Cherwell District Council officers and councillors, county highways and property owners resulted in the resurfacing of the Murdock Rd industrial estate in March 2013. This is expected to lead to further investment in 2013-14 and support jobs beyond this time.
Banbury Town Centre Partnership (BTCP)	G	G	Engagement with Partnerships is ongoing. Need to set clear targets and gains from Cherwell District Council engagement
Bicester Vision (BV)	G	G	Engagement with partnerships is ongoing including Chief Executive, Officers and Members. Need for clearer targets and milestones from CDC engagement.
Kidlington Village Centre Management Board	G	G	Submissions invited for preparation of an 'issues & options' Framework & supporting evidence base for Kidlington, to inform the overall development of the village and to develop a "Masterplan"
Homelessness Strategy Partnership	G	G	The Cherwell Homelessness Strategy has now been superseded by the Cherwell Housing Strategy which includes a strategic priority entitled "Preventing Homelessness". The two key strands of this strategic priority are taking forward the prevention agenda and responding to the localism agenda.
Cherwell RSL Partnership & Sanctuary Housing Group	G	G	Most registered Providers (RPs) (and all the major stock holders) have provided monitoring information for the Tenancy Strategy and this is being analysed in Housing and regeneration. Sanctuary Housing Group has worked in close co-operation with CDC on Credit Union Services. Sanctuary continues to support the Sunshine Centre in Bretch Hill and Faithworks furniture project. We have worked in co-operation with A2Dominion on the Eco-town development, and dealing with Anti-social behaviour issues at Samuelson Court, and with Paradigm and Bromford on Community Development at South West Bicester.
NW Bicester Strategic Delivery Board	G	G	The Strategic Delivery Board continues to meet to review the progress of the Eco Bicester project and Masterplan for NW Bicester.
Banbury Brighter Futures	G	G	Work underway to collate the range of achievements over the past year and to compile within the 2012/13 annual report for future reporting internally and externally. All theme leads now in place and good joint working evident. Notable achievements include lower crime and Anti-Social Behaviour levels, take up of ill health prevention/healthy living measures, effectiveness of job clubs and apprenticeships, a wide range of housing initiatives and integration of thriving families initiative.