

Corporate Plan 2008/2009 Action Plan April - September 2008			
	Last Quarter	Current Quarter	Comment
Cherwell: A District of Opportunity			
DCP01.1.1 Present and consult on choices about major development locations in the District		G	CMT Success Public consultation on "options for growth" for the Core Strategy commenced on time in accordance with Local Development Scheme.
DCP01.2.1 Complete land assessments for business sites in the Local Development Framework		A	CMT Exception This work has been delayed owing to the decision to advance the public consultation on the major housing sites (commenced September 2008). Further work is also needed to establish the quantum and type of employment land required.
DCP01.3.1 Contribute to the creation of 200 new jobs in the District	G	G	There is no update on the figures reported in August when 383 new jobs had been created
DCP01.4.1 Complete transport studies and infrastructure needs assessment for Banbury and Bicester		A	CMT Exception Bicester - completed stage 2 accessibility assessment and identified options for stage 3 testing. Banbury - options for stage 2 testing to be confirmed shortly.
DCP01.4.2 Deliver £200,000 funding for transport infrastructure through developer contributions		G	Work is ongoing with regard to s106 for Bicester Town Centre - Awaiting draft s278 from OCC Highways although agreement in principle was reached in September with regard to the detail.
DCP01.5.1 Achieve 400 new homes including a minimum of 100 affordable homes		R	The provisional figures for the first two quarters reflect the impact that the credit crunch is having on housebuilding rates nationally. It also reflects pre-existing delay on sites such as Bankside and former RAF Upper Heyford. The 2008 AMR will review the projections for 2008/09 onwards. The 2007 AMR's projections were made before the credit crunch began to seriously affect housebuilding.
DCP01.6.1 Expand Choice Based Letting to be a countywide scheme		A	This project continues to progress however the timetable to implement the countywide scheme has slipped from January 2009 to possibly June 2009. This is due to prolonged discussions on policy matters by sub-regional partners resulting in not being able to meet software suppliers schedule.
DCP01.6.2 Temporary Accommodation Strategy approved		G	
DCP01.6.3 Numbers in temporary accommodation reduced to 101 units		G	As at 30 September we had 104 households in temporary accommodation and are well on course to meet this target.
DCP01.7.1 Spend £300,000 on investing in better quality housing for vulnerable people		G	
DCP01.8.1 Launch and implement a new Cherwell Rural Strategy		A	Consultation period closed end of September. A number of PC's requested additional time. Will accommodate their responses but these may have to be picked up in the Strategy later. Pressure on team from workload. Report scheduled for 17 November Executive will be a work in progress.

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DCP01.8.2 Deliver improved community information to rural communities		A	Parish liaison meeting planned for 12 November. Democratic Services looking into Virtual Parish Clerk.
DCP01.9.1 Complete the design of the environmental enhancement scheme for Parson's Street Banbury		G	Work is progressing on programme, for public consultation at the end of the month.
DCP01.9.2 Enhance the village centre environment of Kidlington through the replacement of the street	G	G	Revised plan agreed with KPC. Consultation period just about to start for March 2009 implementation.
A Safe and Healthy Cherwell			
DCP02.1.1 Ensure at least 78% of residents say they feel safe at home and in the community			Exception No data available until completion of Place Survey and/or Oxfordshire Citizens Panel
DCP02.1.2 Work with TVP to reduce theft from vehicles, robbery and household burglary by 5%	G	A	CMT Emerging Issue Theft from vehicles is up 12.9% from last year (376 crimes against 333). Robbery is up 22.9% on last year (43 crimes against 35). Household burglary is down 16.9% on last year(133 crimes against 160).
DCP02.1.3 Invest significantly in technology (CCTV) to improve crime detection rates and deter crime		A	Exception Tender specification being produced
DCP02.1.4 Introduce the Nightsafe initiative in Bicester		A	Exception Still on course for launch before Christmas 2008
DCP02.1.5 Implement a new Cherwell Community Safety Strategy		G	New Strategy 2008-11 produced and endorsed by Cherwell Community Planning Partnership.
DCP02.2.1 Complete the District-wide coverage of NM Representatives from local communities		G	All 6 Neighbourhood Action Groups now established to include community representatives.
DCP02.2.2 Local community survey carried out by NAGs to identify current local concerns		G	Each of the 13 Neighbourhoods have carried out Public Surveys and identified their priorities for action.
DCP02.3.1 Support the provision of the best possible services at the Horton Hospital	G	G	Project Team attendance at all meetings. EU expressions of interest advert to be issued in late November.
DCP02.3.2 Support new and improved health care services for Bicester and surrounding areas	G	G	Community Partnership Forum set up. Council attendance on better health Care Programme Board and Community Partnership Forum. Health needs assessment completed and interim service solutions put in place
DCP02.3.3 Implement a new Cherwell Public Health Strategy		G	Joint Public Health Strategy adopted.
DCP02.4.1 Help increase participation in active recreation by 1%		G	The OSP get quarterly figures for Oxfordshire (these are showing a 3% increase at quarter 3) but the breakdown of the County figures for the Districts are only available once a year around mid November.

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DCP02.4.2 Prepare a funding and delivery plan for a Bicester multi-sports village		G	CMT Success Report to Exec approved in September 2008 outlining project and timeframe dependant on SW Bicester.
DCP02.5.1 Invest £15m in rebuilding or refurbishing our sports centres	G	G	Project progressing accordance with agreed timetable in spite of inclement weather.
DCP02.6.1 Support and improve 12 existing community centres/organisations and 17 village halls		G	This year we have given 26 grants to support and improve village halls, sports facilities and other Parish Council facilities. The existing community centres/organisations have been supported through the Banbury Community Association Forum and Bicester Community Forum. Membership to community matters - 5 associations to date have taken up this offer. Grant aid - 3 associations to date have been awarded grants. Direct support to individual groups as required.
DCP02.6.2 Provide 820 formal and informal recreation opportunities for young people		G	Good progress continues to be made.
DCP02.6.3 Increase the numbers of older people participating in group activities by 3%		G	CMT Success To date there have been 356 CDC led events and activities with 8231 seniors attending.
A Cleaner, Greener Cherwell			
DCP03.1.1 Ensure at least 90% of our streets and parks are clean at any one time	G	G	This is looking on track to be comfortably achieved.
DCP03.1.2 Extend the cleaning times of all urban centres		G	Cleaning is taking place in the urban centres into the early evening.
DCP03.2.1 Increase our recycling rate to 49% by 31 March 2009	G	G	The recycling rate is likely to finish in the area of 49.5% to 50%. Garden waste tonnages are significantly up due to the warm and wet summer. Bring bank tonnages are strong. Dry recycling tonnage has been stagnant despite promotion.
DCP03.2.2 Reduce the amount of waste sent to landfill by 1500 tonnes by 31 March 2009	A	R	The reduction by 1500 tonnes is looking unlikely. Landfill tonnages fell by 2200 tonnes last year. However despite waste minimisation activities, roadshows, promoting recycling and expanded on street recycling landfill tonnages have not fallen as much as expected. The food waste pilot was expected to contribute in the 2nd half of the year and this is looking unlikely to occur. A door stepping campaign of 12,000 properties and Christmas recycling activities should help. However the overall reduction is now expected to be in the region of 500-1000 tonnes.
DCP03.3.1 Undertake 10 county wildlife site surveys		G	Grants made to countryside Agencies include site inspections/survey requirements.
DCP03.4.1 Reduce the Council's carbon dioxide emissions by 4%	A	A	USEA (formerly Thames Valley Energy Centre) are collecting data for NI 194 and NI 185 and will collect data relating to a 4% reduction. The data gathering exercise is complicated involving departments across the council. Most of the data is present with the rest expect in early November. This target is expected to be met but until the data is available it is given an Amber rating.

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DCP03.5.1 Inform all residents on actions individual households can take to reduce carbon emissions		G	A leaflet is now available in council offices and on the website. originally it had been planned to distribute this via Cherwell Link as an insert. However weight limits on Cherwell Link has stopped this. The leaflet has been distributed via the 12,000 property doorstep campaign for recycling and there will be information within Cherwell Link relating to this.
DCP03.6.1 Maintain at least 71% resident satisfaction with green spaces and public areas		G	Good satisfaction score from Corporate survey. Inhouse survey results being evaluated.
Cherwell: An Accessible, Value for Money Council			
DCP04.01.1 Introduce a single, centralised customer complaints process		G	
DCP04.01.2 Ensure that at least 90% of our customers are satisfied with our customer service		G	We have started asking a sample of our telephone customers and face to face customers about satisfaction with the e service they have just received with the aim of an achieved sample of 1200 over the year. Exit survey of face to face visitors at Banbury Bridge Street and Bodicote House found 90% satisfaction.
DCP04.01.3 Increase Cherwell Link to four editions per year		G	Fourth edition to be distributed November 2008.
DCP04.02.1 Secure level 3 and work towards level 4 status in the national equality standard		A	CMT Exception Processes in place to achieve by year end
DCP04.03.1 Baseline our existing complaints resolution performance		G	
DCP04.04.1 Achieve a score of 3 against the KLoE for VfM in the Use of Resources assessment		G	The Audit Commission have awarded a provisional score of 3 though this is subject to internal moderation.
DCP04.04.2 Deliver a balanced, revenue-based budget without calling on reserves		A	The current budget position is being reviewed in the light of the current economic downturn.
DCP04.04.3 Secure £210,000 in efficiency savings of which £160,000 procurement savings		G	£163k of procurements savings to date 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	Completed and distributed and being recommended by the Audit Commission as an example of best practice.
DCP04.07.1 Review the outcome of the One Stop Shop pilot at Bodicote House		G	
DCP04.07.2 Re-launch town centre offices in Banbury and Kidlington		G	Bicester and Kidlington complete and operational; co-location at Castle Quay completing in time for re-opening of TIC for Canal Day, October 4.
DCP04.07.3 Provide rural customers with more ways to access our services	G	A	Initial meeting scheduled with Village shops worker.

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DCP04.08.1 Review the 6 month Webcasting pilot extension		G	The review actually happened in June when the trial 6 month contract for mobile equipment came to an end. The pilot was deemed unsuccessful as no service actually found a use for the equipment during the period, with the single exception of Scrutiny Committee which approved the idea, but again did not actually find a specific use. The cost of the mobile equipment could not be justified.
DCP04.09.1 Ensure that 70% of our customers when asked feel well informed about the Council			Sampling methodology to be implemented in next quarter following discussions with the Customer Service Centre.
DCP04.10.1 Increase the proportion of total customer interactions that are handled online to 14%		G	

Number Green and Amber
Percentage

50
96.15%

Overall Action Plan Status

Amber