

Corporate Scorecard

April 2009 - March 2010

Total GREEN	0	0
AMBER	0	0
RED	0	0
NO DATA (N/A)	0	0

Measure Definition	Responsible Service	Reporting Frequency	Comment on Performance to date	Quarter One	Quarter Two
Working in Partnership					
Local Area Agreement	Community & Corporate Planning	Quarterly			
Cherwell Community Plan	Community & Corporate Planning	Quarterly			
Corporate Plan Promises					
A district of opportunity					
Work with partners to start the Bicester town centre development	Economic Development & Estates	Monthly			
Contribute to the creation of 200 new jobs	Economic Development & Estates	Monthly			
Help and support Cherwell's residents and businesses through uncertain times	Economic Development & Estates	Monthly			
Deliver 100 affordable homes	Housing Services	Monthly			
Make major improvements to Parsons Street, Banbury	Economic Development & Estates	Monthly			
A safe and healthy Cherwell					
Work with partners to reduce crime and anti-social behaviour by 200 offences/incidents compared to 2008/09	Safer Communities & Community Development	Monthly			
Continue to support the provision of the best possible services at the Horton Hospital	Recreation & Health	Monthly			
Continue to support new and improved health care services in Bicester and surrounding area	Recreation & Health	Monthly			
Open our new Spiceball leisure centre and improved Bicester and Kidlington leisure centres and re-open the Woodgreen Open Air Pool	Recreation & Health	Monthly			
A cleaner, greener Cherwell					
Increase residents' satisfaction with street and environmental cleanliness from 66% to 70% by improving the removal of dog mess and abandoned vehicles	Environmental Services	Monthly			
Remove 90% of fly tipping within 48 hours	Environmental Services	Monthly			
Increase the household recycling rate to 50% by 31 March 2010	Environmental Services	Monthly			
Reduce the Council's vehicle emissions by 10%	Environmental Services	Monthly			

Measure Definition	Responsible Service	Reporting Frequency	Comment on Performance to date	Quarter One	Quarter Two
An accessible, value for money Council					
Make it easier for local businesses to trade with us	Economic Development & Estates	Monthly			
Take the steps needed to reduce our costs by a further £1m by the beginning of 2010/11	Finance; Improvement Team	Monthly			
Place 10 new 'Link Points' in our rural areas to provide residents and businesses with a greater choice of access to our services	Customer Service & Information Systems	Monthly			
Performance Indicators					
Performance against Priority Service Indicators	Improvement Team	Monthly			
Financial Performance					
Percentage variance on revenue budget expenditure against profile (+2% / -5%)	Finance	Monthly			
Percentage variance on capital budget expenditure against profile (+2% / -5%). Capitala: Sports Centre Modernisation	Finance	Monthly			
Capitalb: Other Capital Projects	Finance	Monthly			
£ in efficiency savings against a target of £260,000	Finance	Monthly			
Human Resources					
Staff turnover	Human Resources	Quarterly			
Number of days lost through sickness	Human Resources	Quarterly			
Workforce capacity	Human Resources	Quarterly			
Customer Feedback					
Ensure that at least 90% of our customers when asked are satisfied with our customer service when contacting the Council	Customer Service & Information Systems	Monthly			
Ensure that at least 79% of residents when asked say they feel safe at home and in the community	Safer Communities & Community Development	Annual			
Ensure that 72% of our customers when asked feel well informed about the Council	To be determined	Annual			

Measure Definition	Responsible Service	Reporting Frequency	Comment on Performance to date	Quarter One	Quarter Two
--------------------	---------------------	---------------------	--------------------------------	-------------	-------------

Collected for information only (no RAG score):

Other Surveys					
Measure Definition	Responsible Service	Reporting Frequency	Comment on Performance		
Customer Satisfaction Survey (for information purposes only)	Community & Corporate Planning	Annual	Satisfaction survey completed. General trend of improvement. Overall satisfaction: 2006 = 60% 2007 = 65% 2008 = 67%. Some areas of weakness around Anti-Social Behaviour, CCTV, communications and contact.		
Service Satisfaction Surveys (for information purposes only)	All Services	To be determined	No information at present		
Inspection Scores					
Measure Definition	Responsible Service	Reporting Frequency	Comment on Performance	Previous rating	Current rating
CPA / CAA	Improvement Team; Community & Corporate Planning	Annual		Good	Excellent
Use of Resources	Finance	Annual		3	3
Direction of Travel	Improvement Team; Community & Corporate Planning	Annual		Average	Average
Data Quality	Improvement Team; Community & Corporate Planning	Annual	Latest assessment March 2009.	2	2
Equalities Framework	Community & Corporate Planning	Annual	Aim for 2009/10 will be to receive a rating of 'Achieving' under the new Equalities framework for Local Government dependant upon an external assessment.	2	3
Investors in People	Human Resources	Annual	Awarded January 2009.	Awarded	Awarded